

Parent Communication Policy



HARROW
LITTLE LIONS
EARLY YEARS CENTRE
哈罗小狮幼教中心



HARROW
INTERNATIONAL
SCHOOL
HAIKOU



HARROW
INNOVATION LEADERSHIP
ACADEMY
哈罗礼德学校
HAIKOU 海口

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Next Review Date	June 2021

Parent communication with teachers

Parents should keep the relevant LS classroom teacher / US Tutor informed of anything that may impact on the child's emotional wellbeing at School. This allows the teacher to be proactive in observing and support the child through difficult situations. Teachers will communicate this information to Administration in appropriate circumstances (such as where special procedures may be required).

Parents are encouraged to make direct contact with, and discuss, any concerns about their child's progress with the class teacher/form tutor. Accordingly, teachers must be open and receptive to parent contact regarding matters of concern as per our Open-Door Policy.

For quick matters, immediately before or after school are ideal times. For more involved or confidential matters, an interview time will need to be made with the relevant teacher.

Any parent wishing to discuss concerns with the SLT regarding their child's teacher will in most cases need to have addressed the concerns with the teacher first.

1. Procedure for contacting a teacher

When a parent wishes to contact a member of staff to discuss matters relating to their child, the procedure is to contact the teacher involved, giving a brief outline of the issue.

Contact should be made using one of the following approaches:

- Contact the School, either by phone or coming to the School personally, and ask a Receptionist or PA to arrange for the appropriate teacher to contact the parent to arrange a suitable meeting time. Teachers are not usually available to answer phone calls or come to the office during teaching time or whilst on duty.
- Contact the appropriate teacher in writing or via email, asking them to organise a suitable meeting time.
- Speak briefly with the appropriate teacher, either before or after school hours (not at a time when they are teaching or on duty) and ask them to arrange a suitable meeting time.

2. Procedure for parents contacting other School personnel

When a parent has a concern or wishes to discuss an issue regarding a situation which they consider affects the whole School, their child's wellbeing or relates to a School policy or matter, the procedure is to contact the Head of Phase/School, Assistant Headteacher or Head

Mistress, using one of the three approaches outlined above. It will then be decided who best to take the issue forward.

When parents have a concern or wish to discuss an issue relating to a member of staff or of a sensitive nature, they should make an appointment with the Head of Phase/school in the first instance or with the Head Mistress by contacting the Head's PA, either by phone or coming to the office personally, and asking the PA to arrange a suitable meeting time.

In all cases if the matter is urgent and / or relates to the possible risk or harm to a student, a member of staff or another member of the School community, the Head Mistress should be informed immediately, and the urgency of the matter conveyed. The Head Mistress will determine who is the most appropriate person to deal with the issue and the process to work towards a resolution, as well as ensuring that contact is made as soon as possible.

4. Contacting Boarding house staff

Parents will always be informed of any concerns from the school's side and should feel free to let us know of any concerns either they or their child have. Parents are always welcome to visit their children and if necessary, a formal meeting may be arranged to ensure that all is well and to resolve any queries or concerns. The House Master/ House Mistress is always willing to meet parents by appointment for a private discussion, though we hope that parents rarely feel the need for such a meeting. For those parents who are unable to visit frequently, special arrangements for communication can be made as appropriate, using email or phone calls to ensure that you are kept fully informed about your child's progress and welfare. Parents are, of course, free to contact the Boarding House at any time.

Pupils' communication

Children may communicate with their parents using a variety of means available. Mobile phones are not to be used after lights out and all boarders hand their phones in at night time. If, when parents visit, they wish to speak privately with their child, please let us know and the Boarding House offices can be made available.

3. Issues arising between students and families

No parent should approach the children of other families or their parents with a School related or non-School related issue on the School campus. Such

matters must be addressed to a member of SLT and not discussed with other persons.

Section 5: Concerns and complaints

Principles

From time to time parents may encounter difficulties or concerns. When this occurs, parents are encouraged to endeavour to resolve the issue informally, initially with the teacher. It often helps to seek information or an explanation about the concern, or to speak directly to the person involved.

We will deal with all concerns and complaints and issues sensitively, promptly and confidentially. Matters will be investigated and dealt with in a timely manner.

In working through any issues, a resolution which treats all parties with dignity and respect will be sought. Issues and matters which have been raised will be kept in the strictest of confidence and not discussed with any other persons, excepting those directly involved.

Anonymous complaints will be investigated at a preliminary stage for the purpose of identifying if there is any substance to the complaints. In the absence of clear evidence, anonymous complaints may not be further acted upon.

Contact should be made with the Head Mistress or Assistant Headteacher if assistance is required in clarifying an issue of concern or for the making of a formal complaint (**see Complaints Policy**).

Protocol

Resolving matters of concern is best achieved through face-to-face contact with the appropriate person. Emails and letters identifying the existence of a complaint and the need for face-to-face contact should be brief (i.e. merely alerting the person to the issue). Such written communications should not be used as a forum for in-depth discussion.

Formal meetings will initially be facilitated by the Head Mistress or Assistant Headteacher, with a view to achieving the resolution of the complaint in an expeditious, equitable and courteous manner. Depending on the circumstances, this may involve separate meetings with relevant persons, conciliation or mediation meetings involving relevant parties, or some other format. Formal meetings will be minuted and all persons attending the relevant formal meeting will receive a copy of the minutes.

Where a complaint is resolved, otherwise than at a formal meeting, the resolution of the complaint will be documented, and relevant persons informed in writing.

Any correspondence received by Harrow Haikou or created in response to the complaint will be kept in a secure, access restricted and confidential file. The Head Mistress will establish

and maintain, from time to time, protocols surrounding the creation, maintenance and retention of secure, access restricted and confidential files.

To register a complaint please see the **Complaints Policy**.

How to contact the School regarding whole School issues or questions

Parents may contact the School by email or telephone. When parents write an email to the School, they will receive a reply within 24 hours either addressing the email content directly or a 'holding email' stating that they will receive further communication within five working days. If the recipient of the email is unable to address the issue raised immediately, he/she will seek further clarification and respond within 5 working days.

If the email is in Chinese, parents will receive a holding email within 24 hours stating that their email is being translated and the School will respond within 5 working days.

Guidance for writing emails and booking appointments

When writing an email to the School parents are asked to put their child's name, House and year level in English in the subject block i.e. Toby Li Churchill G4/Y5. The rest of the email can then be in English or Chinese.

In the email parents should state their name, the reason for contacting the School and if they would like to organise a meeting with a member of staff. At least 5 working days should be allowed for organising a meeting.

Feedback on Communication

Any feedback on communication processes can be directed to the class teacher who will feedback to SLT. Suggestions as to how to improve communications are also most welcome.

Contact list

Health/School Medical Clinic – harrowhaikouclinic@harrowhaikou.cn

Transport/School Bus -

EA's – jevans@harrowhaikou.cn

LS Academic – Class Teachers

US Academic – Form Tutors

Lost & Found –

Facilities – yxu@harrowhaikou.cn

Uniform –

Finance – Finance@aisl-edu.com

Technology- awang@harrowhaikou.cn or jwang@harrowhaikou.cn

Safeguarding – jevans@harrowhaikou.cn or cli@harrowhaikou.cn

Attendance -

Boarding -

House (Upper School) – Day Housemasters/Mistresses

Sports Events –

Communication -