



مدرسة المتحدة الدولية
United School International
The Pearl Island جزيرة اللؤلؤة
an Orbital Education School

Communications Policy

United School International

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an Orbital Education School
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CR No. 142027 | School Code: 31071

Introduction

Schools have many lines of communication to maintain: with parents, with the community, and within the school. Good communication between the school and home is essential, and children achieve more when schools and parents work together. Parents can naturally help more if they know what the school is trying to achieve.

Aims

At United School International, we aim to have clear and effective communications with all parents and with the wider community. Effective communication enables us to share our aims and values, whilst keeping parents well-informed about school life. This reinforces the important role that parents play in supporting the school.

We have several strategies for communicating with parents, ranging from newsletters to our website and our parent portal.

We try to make our written communications as accessible and inclusive as possible. We meet face to face with parents when appropriate to do so, and use telephone conversations when necessary.

Reporting Procedures

Three times per year we provide a written report to each child's parents. The first two reports contain grades for effort, attendance and attainment and a teacher/form tutor comment. The final report is a detailed written report, reporting on the child's progress in the various subjects. These reports identify areas of strength and areas for future development.

As well as receiving academic reports, parents are given the opportunity to meet their child's teachers for a private consultation. This gives them the opportunity to celebrate their child's successes, and to support their child in areas where there is a particular need for improvement. Parents are able to see their child's work during these meetings. We encourage parents to contact the school if any issues arise regarding their child's progress or well-being. We also arrange a welcome meeting early in term one.

When children have special educational needs, or if they are making less than the expected progress, we meet with parents more regularly. Parents can make an appointment to meet with support teachers when the need arises.

We welcome the presence of any other adult the parent wishes to invite to a school meeting to act as interpreter if required.

We will also make any reasonable adjustments to our arrangements if this will enable a parent with a disability to participate fully in a meeting at our school, or to receive and understand a communication.

Quality Control

All correspondence in written form between teachers and parents which may potentially be confrontational or negative, must be passed by the relevant Head of Primary/Secondary or the Head of Marketing & Admissions. The Executive Principal's PA will act as a filter for all communication to parents including Group or Whole School information. There are some approved 'template' letters which can be issued without (such as standard routine information / medical alerts etc.) once approved.

Standard formatting for emails and letters are contained in the advice from the Head of Marketing & Admissions, including fonts, logos etc.

Meetings with parents must be intimated to the relevant Head of School in advance (unless a scheduled meeting or ad-hoc chat in the corridor) and a summary of all meetings regarding a concern or complaint must be recorded on iSAMS.

Parents wishing to meet with the Executive Principal should make an appointment through his PA unless it is an emergency matter.

At all face-to-face meetings which may be controversial, two persons should be in attendance from the staff in order to verify any comments made.

Emails and telephone calls should be answered within 24 hours (except at weekends) even if only to acknowledge the contact. Teachers/TAs are not to reply to correspondence when teaching.

There is no obligation to attend to emails after 4.00pm or before 7.00am or at weekends.

Parent Relations Executive (PRE)

The PRE will aid communication with parents through the official channels of the PTSA and the Parent Class Representatives as per the respective Terms of Reference.

Monitoring and Review

This policy is to be reviewed annually, though any deficiencies or weaknesses in Communication arrangements will be remedied without delay.

This policy will be reviewed by The Executive Principal.

This policy will be approved by The Executive Principal.

Date when the policy was last approved: **September 2025**

Date when the next review is due: **September 2026**