



# Communication Policy

September 2024

## 1. PURPOSE OF THIS POLICY

At Royal Grammar School Guildford Dubai we believe effective communication is vital for fostering a positive and productive educational environment. Children achieve more when schools and parents work together in partnership. By being kept up to date in a timely and efficient manner with a shared vision of what is to be achieved, parents are clear about the role they play in working with the school to educate their children.

We aim to have clear, professional, timely and informative communication which is useful and relevant to all parties including the wider community. This communication policy outlines the guidelines and procedures for communication among pupils, parents, teachers, staff, and the wider community. Our aim is to ensure transparency, accessibility, searchability and a shared commitment to the success and well-being of our pupils.

## 2. SCHOOL COMMUNICATION TO PARENTS

We use a variety of different channels to communicate to parents, depending on the topic.

### 2.1 Curriculum Information

**Seesaw** is the main tool from FS1-Year 6 for class and specialist teachers to share day to day curriculum information, whole class broadcasts and personalised messages to parents.

All Senior School pupils have a **Teams** account where teachers share class and home learning. This is to enable our older pupils to take responsibility for their own learning and have a regular connection with their teachers in relation to progress and feedback. Parents can log-in to their child's account to view home learning tasks.

Regular Parent **workshops** are held throughout the year to equip parents with guidance and support to help extend learning at home. We take a blended approach with facilitating our workshops, with some being held in-school while others may be accessed via video link or webinar style workshop.

Assistant Heads and Phase leaders use **emails** via our school management system iSAMS to share termly curriculum overviews as well as presentations and recordings from the parent workshops.

### 2.2 School reports and parent teacher consultations (PTCs)

We provide frequent reports to parents on each child's progress throughout the year. This includes written reports from teachers including information about the various areas of learning in the Early Years Foundation Stage and the National Curriculum subjects (including Arabic and Islamic Education) for Years 1 to 8. These reports also identify areas of strength and areas for future development. Additionally, we use CAT4 and GL assessments. All reports are uploaded to the [iSAMS Parent Portal](#).

As well as receiving written reports, parents are invited to the following educational events across the year, to celebrate their child's successes and support with any areas of development.

- Familiarisation session
- Open afternoons
- Progress picnics
- Parent conferences are planned over the year and involve class teacher/form tutors and specialist subject teachers either face to face or online. These are booked via [School Cloud](#) using the iSAMS parent portal login credentials.

### **2.3 School events and sporting fixtures**

Whole School calendar access, allowing viewing of day-to-day events, sports fixtures and termly arrangement is via the web based [\*\*SOCS\*\* platform](#), using the iSAMS parent portal sign in details.

Sports team selection information is also included on **SOCS** and includes designated sport, age group, date, timing, and venue, and is where parental consent should be given for their child to participate.

We have an optional **RGSGD Sport WhatsApp group** where we share offsite fixture return times to school and any last-minute cancellations. Parents can join this group by clicking [\*\*HERE\*\*](#) and selecting the sports groups relevant to their children. This is a single way communication channel with notifications purely about return times/cancellations and is not used to share other team or event information, which can be found on SOCS.

### **2.4 School operations**

Whole school or phase information is usually sent via **email** from our school management system iSAMS. This could include school wide information such as important dates, celebrations, medical information or phase information including school trips. Every Friday we share a Parent Read Go Show message via **Senior Parent WhatsApp** and **Prep Parent WhatsApp**. This is a checklist of actions, including links, for the weeks ahead. Every half term time we email the Whole School **Newsletter**, with links to the Pre and Senior Newsletters, which contains celebratory news of events that have taken place.

### **2.5 Child illness**

If a pupil is taken ill at school, or in the unlikely event of an accident, our School Doctor or one of the Nurses will contact the parents by **telephone** and the child will be cared for in the clinic until they can be collected.

### **2.6 Non-urgent requests from school**

If a child has forgotten something important, their teacher will contact the parents via Seesaw (EYFS-Year 6), or Reception will make a **telephone call** to see if the item can be brought to school.

### **2.7 Urgent information**

Where we have a need to communicate urgently to a large part of the school community, or to give timely reminders, we use the school-owned **parent WhatsApps** (one for Prep and one for Senior). We also rely on the **Form Reps WhatsApp** group network. Our Senior Liaison and Prep Liaison sends a WhatsApp to Form Reps and asks them to forward it to their class parents.

### **2.8 Friends of RGSGD**

The Friends of RGSGD is our invaluable school PTA. It is made up of our 'Form Reps' and our enthusiastic 'Friends Helpers'.

Form Reps are the nominated parent lead for each class, who support the class teacher in sharing important communications, weekly updates and timetable reminders. They also help to drive the class parent community in planned social activities. Our Form Reps are invited to attend termly 'Friends' meetings hosted by our Phase Leaders and our Senior and Prep Liaisons.

Friends Helpers are those parents who can enthusiastically volunteer their time to support school events, such as International Day, National Day & Winter Fair etc.

Community is at the heart of RGSGD and the Friends of RGSGD brings us all together. By becoming a member of the Friends of RGSGD, parent support contributes to ensuring our vision for a happy collaborative school community. Parents can register their interest in being involved by emailing [RGSGDcomms@rgsgd.com](mailto:RGSGDcomms@rgsgd.com) and [friendsofrgsgd@gmail.com](mailto:friendsofrgsgd@gmail.com).

### **3. PARENT COMMUNICATION WITH SCHOOL**

The school encourages parents to communicate and share information about their child at the earliest opportunity and keep an open dialogue with school in a polite, and honest manner. We ask parents to communicate with the school in the following ways:

#### **3.1 Face to face**

We encourage parents to take the opportunity to have a conversation with the teacher when they drop off or collect their child from school. If a longer conversation is required, then an appointment must be made that is convenient to both parties.

#### **3.2 Seesaw and emails to teachers**

For parents in FS1 to Year 6, messages can be sent directly to their class teacher via Seesaw. Parents can also use Seesaw to contribute to observations and make comments on their child's daily learning and experiences. Parents in Senior School can send emails directly to their child's form tutor.

For both Seesaw and emails, teachers endeavour to respond within 24 hours. Should the query take longer, an acknowledgment email will be sent allowing a further 48 hours for a more detailed response or meeting to be organised.

#### **3.3 Telephone**

For urgent messages school reception can be contacted on 04 446 4333. Messages will be passed on to teachers immediately and if needed a reply will be given as soon as possible within their teaching schedule.

#### **3.4 WhatsApp**

Parents are invited to join the Senior Parent WhatsApp Group and/or the Prep Parent WhatsApp group, as appropriate. These are used by the school to send the weekly parent Read Go Show messages, as well as urgent communications.

Additionally, Form Reps typically create class WhatsApp groups, which are very effective and positive information sharing channels. We encourage our parents to be kind, informative and factual on these groups and remind parents that the law in the UAE is very strict about posting negative or critical statements or images. Class WhatsApp groups are therefore not to be used to discuss individual students or members of staff or to share political views or personal problems.

### **4. PARENTS' RESPONSIBILITIES FOR COMMUNICATING TO THE SCHOOL**

There are several situations where it is the parents' responsibility to keep the school updated and we ask parents to take the following actions in these scenarios.

#### **4.1 Reporting changes to contact details**

It is the parents' responsibility to inform the school of any changes to contact details, such as mobile number, emergency contact details, email address, change of home address, change of carer. This can be done by emailing [reception@rgsgd.com](mailto:reception@rgsgd.com)

#### **4.2 Reporting lateness and absence**

It is the responsibility of all parents to ensure that their child is at school on time every day of the school year except for during a period of illness. Full details are included in our Attendance and Punctuality Policy.

If a child is absent parents should email the absence team at [absent@rgsgd.com](mailto:absent@rgsgd.com) before 7.50am on the day of absence. If it is not possible to email, a telephone call to reception is acceptable on 04 446 4333.

After two days of absence a sick note is required from the Doctor and should be emailed to [clinic@rgsgd.com](mailto:clinic@rgsgd.com).

As far as practical it is preferred that any appointments are made outside of school time. However, if this is not possible, parents should email [absent@rgsgd.com](mailto:absent@rgsgd.com) at least one day before the appointment.

If a child is absent from school, and we have had no indication of the reason, we contact a parent via telephone, to ascertain the reason for their child's absence.

#### **4.3 Complaints**

We endeavour to resolve any issues through good communications, however if there is a situation where a complaint arises, we ask parents to follow the RGSGD Complaints Policy. We will ensure that any complaints are treated confidentially and are dealt with while being open, honest and fair with all concerned parties. It is the school's policy that complaints made by parents do not adversely affect their children in any way.

#### **4.4 Queries and compliments**

Questions and compliments can be sent directly to the member of staff concerned (via Seesaw for FS1 to Year 6, or by email in Senior School) or sent to [reception@rgsgd.com](mailto:reception@rgsgd.com) or our Liaisons via [preliaison@rgsgd.com](mailto:preliaison@rgsgd.com) or [seniorliaison@rgsgd.com](mailto:seniorliaison@rgsgd.com), where they will be forwarded to the relevant person.

### **5. COMMUNICATION WITH THE WIDER COMMUNITY**

We showcase all the great things that are happening at RGSGD through the following externally viewed channels.

#### **5.1 School website**

The school website contains an extensive range of information giving parents a full picture of the school provision including school background, curriculum, school life and admissions details. These are updated frequently to keep our community informed about the school. The website is found at <https://www.rgsgd.com>

## 5.2 Social media channels

We are active across the usual social media channels and regularly share stories and footage on:

Instagram <https://www.instagram.com/rgsguildforddxb/>

<https://www.instagram.com/rgsgdsport/>

<https://www.instagram.com/rgsgd.art/>

X (previously Twitter) <https://twitter.com/rgsguildforddxb>

YouTube <https://www.youtube.com/@rgsguildforddubai4661>

Facebook <https://www.facebook.com/rgsguildforddxb>

We encourage parents to follow our school accounts.

## 5.3 Marketing consent

- Parents are required to give explicit permission to use images of their child in school materials.
- Consent should be given via the [iSAMS parent portal](#) (web version), navigating to My Account > My Consent and clicking just ONE box only for each child.

## 6. SUMMARY OF COMMUNICATION CHANNELS AND KEY SCHOOL CONTACTS

A summary of the main communication channels parents need access to, along with contact details can be found in the Senior Directory and Prep Directory shared on the iSAMS parent portal.

Policy to be reviewed: August 2026