



The Springfield Primary School



Communication Policy

Name of the Policy	Communication Policy
Date Approved	April 2024
Date of Review	March 2026



COMMUNICATION POLICY

Parent/Teacher/School Communication Policy.

Effective communication is essential in providing students, teachers, parents and the community with the necessary information to make appropriate decisions. We at The Springfield Primary School is committed to using communication processes and techniques that aim to build a positive learning environment for students, staff and parents in order to inspire and educate all students to succeed in becoming productive and valued citizens.

Process of Communication.

- The Springfield Primary School and its staff organized appropriate, timely and efficient processes for effective communication for a variety of purposes including transition of new students, school policies, students' absences, classroom expectations and routines, events, programs and student progress.
- School staff gives priority to meeting promptly with parents to solve issues, ensuring appropriate feedback on steps taken by the school.
- All written communication from the school is professionally handled and timely addressed.
- Parent communications are responded to within a reasonable time.
- Requests for appointments are responded to or scheduled within a reasonable time.
- Parent to be notified about single serious issue or ongoing problem.

In order to have a smooth flow of communication, we created a class-wise WhatsApp group apart from google classroom and emails. Please find below guidelines:

- a) The respective class teachers will create the WhatsApp group.
- b) Teachers will add only one registered number from your side. Should you wish to change the number, kindly request the teacher through a private message.
- c) In case of any queries, you can send a private message directly to the class teacher between 7:00am-7:20am during school days.
- d) You can also directly call the class teacher between 7:00am-7:20am and between 2:00pm-2:30pm during school days.
- e) Teachers will acknowledge your queries (messages) and answer your calls on the above-mentioned timing.
- f) Queries/calls after the given timing will be accommodated on the next working day.
- g) For fast easy and convenient access of communication (from the parent/guardian side), this class-wise WhatsApp group platform is being utilized to notify parents/guardian for the daily absence of students, circulars and other important information from the school.



For non-academic related concerns and in case of emergency, kindly contact the following between 7:30am to 2:00pm during school days:

- | | | |
|---------------------------|----------|--------------------------|
| 1. Admin Office | - | 55291108/55341207 |
| 2. Principal | - | 55961127 |
| 3. Office Landline | - | 44634826 |

To increase mutual respect, remember:

- Teachers will make mistakes; they're human, too
- Teachers have their own families and lives; respect their privacy.
- We're all on the same team – your child's support team!
- Take chats off campus after drop-off so teachers and students can begin learning.
- Use age-appropriate language around children on campus and at the curb when you drop them off.
- Recognize that we won't always agree, but we promise to listen.
- Speak positively in front of your child.

What parents can EXPECT.

- Parent communications are responded to within a reasonable time.
- Requests for appointments are responded to or scheduled within a reasonable time.
- Parent to be notified about single serious issue or ongoing problem.
- Two formal parent-teacher meetings and calls within reason.

What parents should NOT EXPECT.

- Teachers returning a call after work hours.
- Answering email in the evening/weekends.

When you should contact your child's teacher:

- Changes in family situation.
- Medical issues that arise or change.
- Illness lasting longer than 3 days.
- Safety issues, change in behavior at home.
- Family emergencies, sleepless nights, play dates, appointments (send an email).
- Ongoing and pervasive problems/concerns at school or home.
- When you cannot keep a scheduled appointment.
- When homework takes way more time than expected or your child is unable to do most of it independently.



When you have last minute information for the teacher:

- Send an email.
- Call the office and leave a message for the teacher.

Communication that interferes with teaching and learning:

- Showing up at the classroom during the teacher's prep time before school or during the school day without an appointment
- Discussing an issue with the teacher when they come out to pick up their class in the morning and it's time for instruction to start
- Speaking to the teacher disrespectfully or angrily, especially in front of your child or other students
- Gossiping to other parents rather than discussing issues directly with staff members. You are the model of how you want your child to communicate.

Ways to help your child be more responsible and independent:

- Encourage your child to talk to the teacher about problems with homework or other issues at school. Send an email or note to the teacher so they're aware, simply saying, "JJ had a problem on the yard yesterday that he needs to talk to you about." Let the teacher take it from there.
- Have your child write a note to the teacher explaining why homework wasn't completed, then sign the note. This is a requirement in upper grade rooms.
- Make your child responsible for carrying their own backpack and belongings to and from school.
- If your child forgets their lunch, their homework, or their instrument, don't bring it to them. Let them be accountable for it rather than delivering it to school.
- Leave your child at the drop-off line; their teacher will take them into the classroom or building! When you walk along, it interferes with the line, and sends the message that you're not comfortable leaving your child at school.
- If your child is late, bring them to the office and in case of early pick up, sign the early pick-up form which is left with the receptionist
- Do not go into classrooms or hallways before or after school without an appointment.
- Belongings left in the classroom after the end of the school day can be retrieved the following morning.

