

School Parent Communication Policy and Procedure

Concerning: Effective communication between school and home is essential in supporting every student's academic achievement, wellbeing, and holistic development.

This policy establishes a clear, respectful, and professional framework for communication between parents and the school. It aims to ensure that communication remains respectful, timely, transparent, student-centred, properly documented, and consistent across all school divisions.

The school adopts official communication platforms to improve communication quality, maintain professionalism, preserve documentation, ensure consistency, protect privacy, and strengthen partnerships between parents and educators.

Article 1: Official Communication Channels

Written Communication:

- Official School Email
- ManageBac

Verbal Communication:

- Scheduled Phone Calls
- Online Meetings
- Face-to-face Meetings

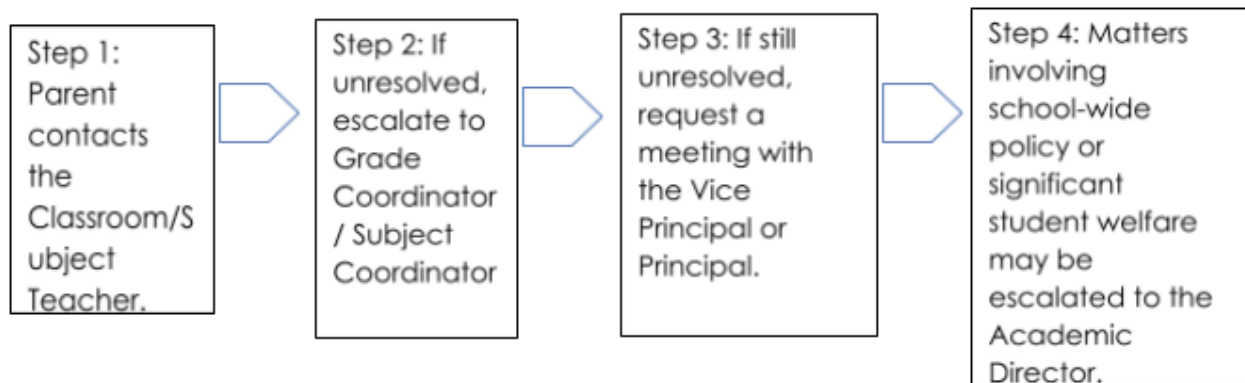
Personal messaging applications (WhatsApp) are not considered official communication channels unless authorised by the school.

Article 2: Communication Principles

All communication should demonstrate:

- Respect
- Courtesy
- Professionalism
- Honesty
- Empathy
- Confidentiality
- Solution-oriented collaboration

Article 3: Written Communication Flow (Email)



Article 4: Meeting Procedure

Meetings should be scheduled in advance, have a clear agenda, remain respectful and student-focused, and conclude with agreed action points documented via Email or ManageBac.

Response Time

- **Email:** Acknowledgement within one working day.
- **Meeting Request:** Within two working days.
- **Urgent student welfare matters:** As soon as reasonably possible.

Article 5: Communication Outside Working Hours

Parents are welcome to send messages through emails at any time. However, teachers are not expected to respond outside their normal working hours. Please note that during the school day, teachers are fully engaged in teaching, supervising, and supporting students from **08:00 to 15:30**. As their primary responsibility is the care and learning of students, they may not be able to respond to messages immediately. We kindly ask for parents' understanding and patience while waiting for a response.

For urgent school-related matters that require immediate attention during the school day, parents may call school admin on (0251)-8378873. This communication arrangement allows teachers to remain fully present for students during instructional hours while ensuring that parents continue to have access to timely support when urgent assistance is required.

Article 6: Immediate Communication

Urgent issues involving student safety, safeguarding, medical emergencies, or significant well-being concerns should be communicated immediately by telephone via school's phone number (0251)-8378873 followed by written documentation when appropriate.

Article 7: Unacceptable Communication

Abusive language, harassment, discrimination, threats, recording meetings without prior consent, or the public sharing of confidential communication are strictly prohibited.

Sekolah Bogor Raya is committed to fostering a culture of **Respect**, one of the School's core values. All communication between parents, students, and school personnel is expected to be conducted in a courteous, constructive, and respectful manner.

Should any communication involve inappropriate, offensive, intimidating, or disrespectful behaviour, the School reserves the right to **pause or terminate a meeting or conversation** until respectful communication can be restored. Likewise, the School is not obliged to respond to messages containing abusive, threatening, or otherwise inappropriate language. Communication may resume once it is conducted in a manner that reflects mutual respect and supports a constructive partnership in the best interests of the student.

Article 8: Roles and Responsibilities

Parents

Communicate respectfully and use official channels.

Teachers

Respond professionally, document significant communication, and protect confidentiality.

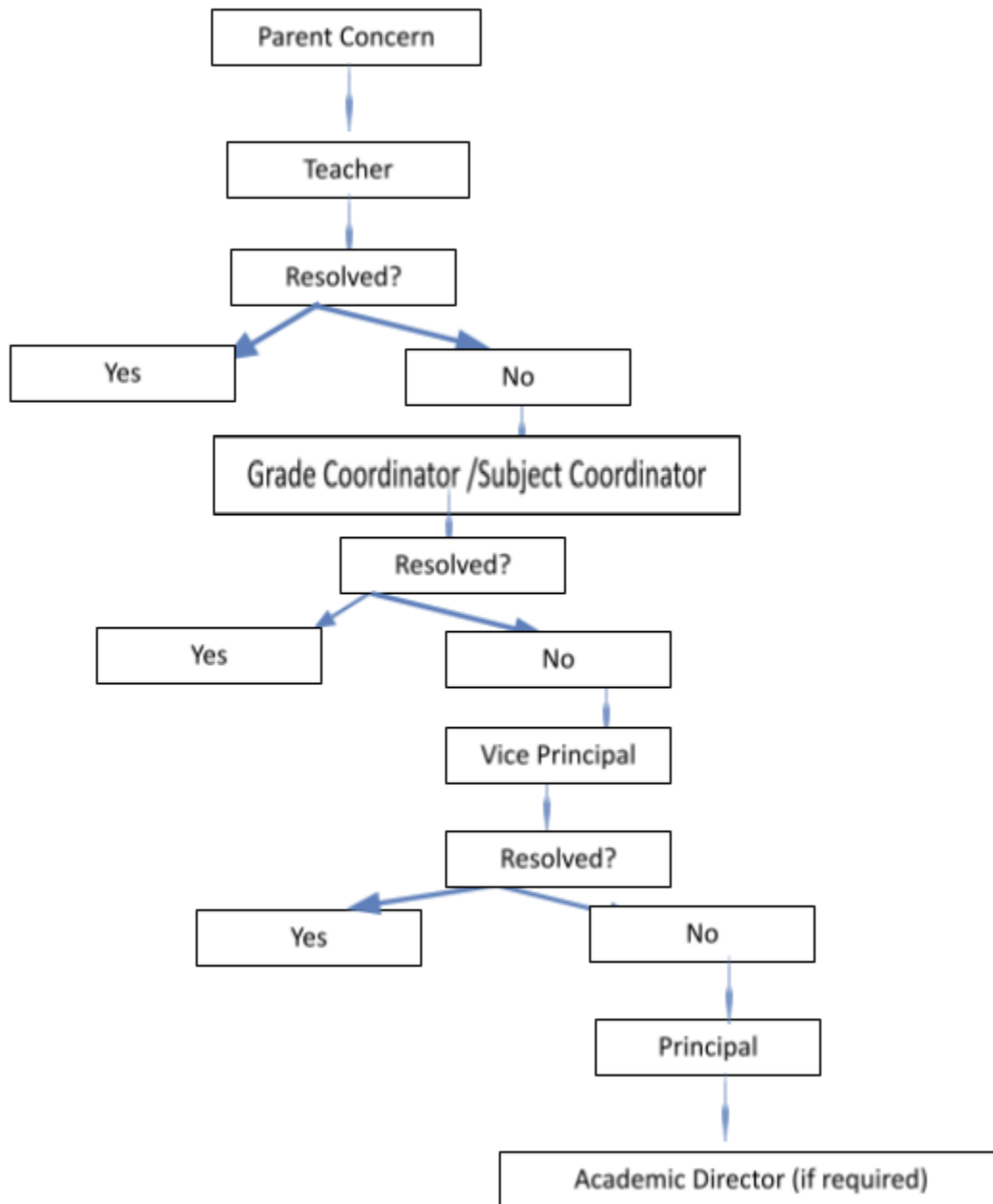
School Leaders

Facilitate communication and conflict resolution.

Article 9: Review and Amendments

This policy shall be reviewed annually by the Academic Director and School Leadership Team.

APPENDIX 1 - School Parent Communication Flowchart



APPENDIX 2 - Communication Matrix

Topic	First Contact	Escalation
Academic/Classroom	Teacher	Coordinator → VP Academic
Behaviour	Teacher	Safe Guarding Team→ VP Student Affairs
Finance	Finance Staff	Finance Manager

APPENDIX 3 - Communication Etiquette

Parents and teachers should:

- Assume positive intent.
- Use respectful language.
- Focus on solutions.
- Maintain confidentiality.
- Use official communication channels.
- Respect response times and working hours.

APPENDIX 4 - Frequently Asked Questions

Which platforms are official?

- Email for written communication.
- Phone calls and meetings when appropriate.

Can I use Whatsapp for connecting with teachers directly?

No.

When should I request a meeting?

When an issue cannot be resolved through written communication or requires collaborative discussion.

Why official channels?

To ensure documentation, privacy, consistency, and professional communication.