


RAHA INTERNATIONAL SCHOOL

GARDENS CAMPUS

POLICIES

Policy title	Communication Policy
Policy number	GC_POL_SS_35
Policy Version	1
Effective date	June 2024
Scheduled review date	June 2025

Prepared by	Name	Signature
Document Controller	Farah A. Rabi	

Approving Committee	Name	Signature
Vice Principle	Carol Michel Pratt	

<i>The Rationale</i>	3
<i>Objectives</i>	3
<i>Stakeholders</i>	3
<i>Communication Channels</i>	4
<i>Content Guidelines</i>	4
<i>Timeliness and Responsiveness</i>	4
<i>Confidentiality and Privacy</i>	4
<i>Roles and Responsibilities</i>	5
<i>Feedback and Evaluation</i>	5
<i>Training and Support</i>	5
<i>Implementation and Enforcement</i>	6
<i>Approval and Adoption</i>	<i>Error! Bookmark not defined.</i>
<i>Revision Log</i>	6

The Rationale

At Raha International School, we recognize that effective communication is vital for fostering a positive and collaborative school community. This policy aims to establish clear guidelines and procedures to facilitate transparent, timely, and respectful communication among all stakeholders.

Objectives

- Foster a culture of open communication that promotes trust, collaboration, and mutual respect.
- Ensure that all stakeholders are informed, engaged, and involved in the school community.
- Provide clear channels and protocols for communication to enhance efficiency and effectiveness.
- Safeguard the confidentiality and privacy of sensitive information shared within the school community.

Stakeholders

The communication policy applies to all members of the school community, including but not limited to:

- Staff (teaching and non-teaching)
- Students
- Parents and guardians
- Board members
- Volunteers and external partners

Communication Channels

RIS recognizes the following communication channels:

- Official school emails and newsletters
- School website and online portals
- Social media platforms (official school accounts)
- Meetings (staff meetings, parent-teacher conferences, etc.)
- Notice boards and physical bulletin boards
- School events and assemblies

Content Guidelines

- All communication must be clear, accurate, and professional in tone and presentation.
- Communication should align with the school's mission, values, and objectives.
- Respectful language and behavior are expected in all forms of communication.

Timeliness and Responsiveness

- Staff members are expected to respond to emails and inquiries within a reasonable timeframe, typically within 24-48 hours.
- Urgent or time-sensitive matters should be addressed promptly and escalated to appropriate personnel if necessary.

Confidentiality and Privacy

- Confidential information, including student records and personal data,

must be handled in accordance with relevant laws and regulations.

- Staff members are responsible for maintaining the confidentiality of sensitive information shared within the school community.

Roles and Responsibilities

- School administrators are responsible for ensuring effective communication practices are implemented and maintained.
- Staff members are expected to communicate relevant information to stakeholders within their areas of responsibility.
- Students are encouraged to communicate openly and respectfully with staff and peers.

Feedback and Evaluation

- Feedback on communication practices and procedures is solicited regularly from stakeholders through surveys, focus groups, and other means.
- The communication policy will be reviewed periodically to ensure it remains relevant and responsive to the needs of the school community.

Training and Support

- Staff members will receive training and support on effective communication practices and the use of communication tools and platforms.
- Ongoing professional development opportunities will be provided to enhance communication skills and competencies.

Implementation and Enforcement

- The communication policy will be communicated to all stakeholders and enforced consistently across the school community.
- Violations of the communication policy will be addressed through appropriate disciplinary measures as outlined in the school's policies and procedures.

Revision Log

Date	Changes	Reviewed By
JUN 2024	New Policy	Carol Michelle Pratt