

## **Concerns Regarding Unofficial Parent WhatsApp Groups and Communication Policies**

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Dear Parents,

Effective and congruent communication between the school and home is absolutely imperative as children achieve more when schools and parents work together as partners in the learning journey. GLS is committed to a clear and effective communication policy with our parents, underpinned by trust and transparency. We are open to and immensely value the ideas and suggestions of the entire GLS community. Our teaching staff and leadership team are always ready to discuss any aspect of the student's experience at school.

We communicate with parents through multiple platforms - face to face communication, emails, SMS, phone calls, Parent -Teacher conferences, Parent Orientations, Parent Newsletters, Coffee Mornings, Focused Parent Group Meetings, Pre-arranged Meetings, Open Doors, Parents In Partnership Meetings with parent representatives and the School Portal through Phoenix Classrooms. We update the Phoenix Classroom regularly with weekly updates sharing information about the learning and events planned for the week ahead, important calendar dates, circulars, projects, learning resources, exemplars and home learning.

Each year during the Open Houses we provide termly written reports to parents on their ward's progress in all areas of learning. Formative feedback is shared in terms of strengths and next steps for every child by the respective teachers during the Open House conference.

Apart from these, the school website contains an extensive range of information, giving parents an overview of the school's provisions, key policies, and the latest happenings at school.

We request parents to use only official communication channels to communicate with the school if they have any concerns, feedback or suggestions. Please refer to the points outlined below emphasizing the preferred means of communication between parents and the school:

- The first point of contact for addressing any concern will always be the Class Teacher. You could mark a copy to the Supervisor. You will generally receive a response to your email within 24 hours if it is a working day and within 48 hours during a weekend.

- The right escalation matrix to report any concern is the Class Teacher → Supervisor → Head of Section → Vice Principal → Principal.
- Parents can book for a pre-arranged meeting at the school with the class teacher or any school leader if required via email or through a call to the school reception.
- For urgent matters or emergencies, please call the school reception to get in touch with the concerned class teacher or Supervisor during office hours or drop in a line via email to the teacher marking a copy to the Supervisor if it is after office hours.
- Parents can call the school reception and request a call from the concerned teacher or Supervisor. However, parents need to understand that teachers cannot return calls immediately as they might be in lessons. Calls will be returned as soon as possible.
- Please do not contact a teacher on his/her cell phone or home telephone or add them to **WhatsApp groups**.
- Parents can reach out directly through the school's official communication channels rather than relying on **parent WhatsApp groups** to address their concerns. Please note that we are happy to support you in redressing all your concerns however big or small they might be. We do not consider any concern expressed by the parents as a complaint, but as valuable feedback and we will take immediate action to redress the concerns expressed.
- Parents are encouraged to recheck information with the class teacher or Supervisor rather than relying for all information on the **WhatsApp groups**, as these are not verified by the school and may cause delay/confusion.
- Parents are requested not to discuss specific student concerns or share confidential information about the school, students, or staff members on **WhatsApp groups** or social media platforms. This helps us maintain the integrity and privacy of all students and staff.
- We would like to reiterate that **WhatsApp groups** are not considered official by the school, and the school does not assume any liability for information shared through these groups. It is important that we maintain confidentiality of parents and students who have raised concerns. The solutions to any concern can be discussed and actioned quickly by approaching the school team rather than discussing them in WhatsApp groups without resolving the problem.

- We also request parents to avoid discussing performance of teachers and Supervisors on the **WhatsApp groups**. If you have any concerns regarding them, please approach the Head of Section, Vice Principal or the Principal so that concerns if any are resolved appropriately.

Most importantly, we are together in this learning journey of providing the best learning environment for our children. We therefore expect all stakeholders of the GLS community to maintain civility and mutual respect in all forms of communication on all platforms, applicable to all students, parents, staff, administration staff, support staff, security and other members of the wider community.

Looking forward to your whole-hearted cooperation and support in keeping all our communication with the school community cordial, positive and respectful at all times.

Warm regards,



**Asha Alexander**  
**Principal**

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**Executive Leader - Climate Change** الرئيس التنفيذي - نغى المناخ