



Education Communication Policy

Effective communication between the school, parents, and relevant stakeholders is vital for ensuring a conducive learning environment and fostering student success at Sama American Private School. Our communication policy is designed to streamline and optimize communication channels, providing clarity and efficiency in handling various concerns. This policy delineates the protocol for communication across different levels of the academic institution.

- **Teacher to Parent Communication:** Teachers are encouraged to engage in communication with parents during designated office hours. This communication should pertain specifically to the academic progress, performance, and well-being of students. Teachers should provide timely updates, feedback, and academic insights to parents, ensuring a collaborative approach towards the student's development. Acknowledgement and next steps should be provided within 48 hours.
- **Supervisor to Parent Communication:** Supervisors will engage in communication with parents during their office hours, focusing on matters related to student absences and disciplinary issues. Clear and transparent communication regarding attendance and behavior is crucial to maintain a productive partnership between the school and parents in nurturing responsible student conduct.
- **General Complaints Procedure:** General complaints should be directed through the school reception. Parents are required to submit a formal complaint form, outlining the nature of the complaint. The reception will forward the complaint to the relevant department for investigation and resolution. The department concerned will ensure a callback within 48 hours to address the complaint comprehensively.
- **Escalation Protocol:** If an issue requires urgent attention, the supervising teacher or relevant staff should promptly notify the designated individuals based on the grade levels:
 - **K-4:** Ms. Jo
 - **5-12:** Head of Academics (HOD) initially, and if further escalation is necessary, Ms. Jackie.
 - If further escalation is required for academics Mr. James will be notified
- **Complaints to Relevant Departments:** Complaints related to specific departments (e.g., bus, finance, registration, health, and safety) should be directly forwarded to the respective departments through the complaints form. The department concerned will investigate and address the complaint, accordingly, providing a resolution within 48 hours.





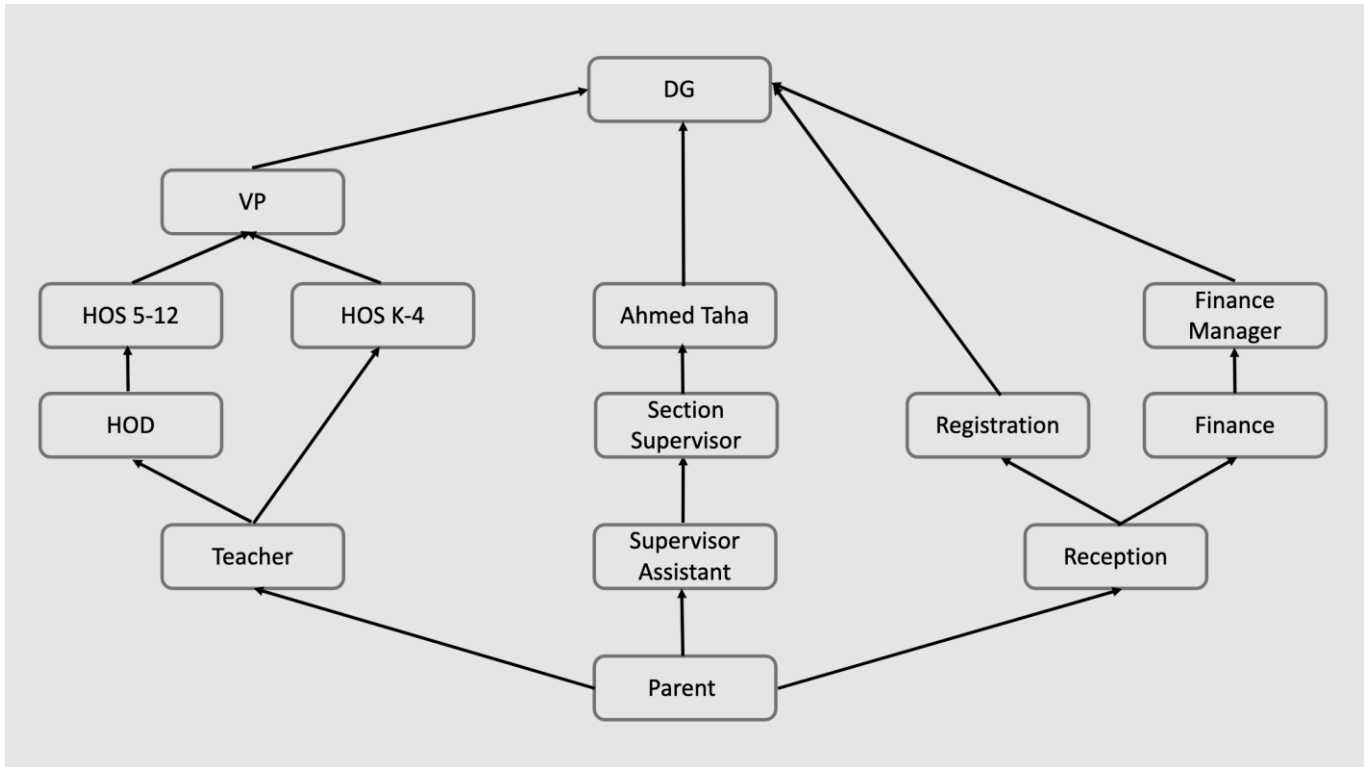
Contact Method

Grade	Academic Contact	Supervisor Contact		Reception Contact
	Contact this person for: Lessons Academic materials Academic performance	Contact this person for: Absence or lateness Disciplinary reasons		Contact this person for: Comments and complaints Uniforms, Buses and Resources Registration Finance
	How should I contact?			
	Edunation	Edunation		Telephone
KG1	Teacher	Shimaa Ragaey Abdelhalim Hassan		+971 6 524 2222
KG2	Teacher	Ghada M. E. Abukosh		
1	Teacher	Sabreen M. I. Abokosh		
2	Teacher	Fatme Ahmed Ali Jaber		
3	Teacher	Rahaf Abdallah Ali Al-Taeb		
4	Teacher	Areej T.S.Almashwakhi		
		Girls	Boys	
5	Teacher	Esra'a Mahmoud Yousef Abuyabes	Yahya Mohamad Mourad	+971 6 524 2222
6	Teacher			
7	Teacher			
8	Teacher	Amina Ibrahim Almaazmi	Mohammed H.A. Abunaqera	
9	Teacher			
10	Teacher			
11	Teacher			
12	Teacher			





Communication Flow



By adhering to this communication policy, we aim to enhance transparency, accountability, and efficiency in addressing concerns and maintaining a positive relationship between the school and our stakeholders. Open lines of communication are essential for the mutual benefit of our students, parents, and the entire school community.

This policy is subject to periodic review and improvement to ensure its effectiveness in meeting the evolving needs of our educational institution.

