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Parent Communication Policy

Our policy

At Malek Fahd Islamic School we believe that positive, clear and effective communication between the school and community members is central to providing a mutually supportive environment that will enable our students to meet their full potential.

This policy outlines the main ways in which Malek Fahd Islamic School seeks to facilitate communication between the school and parents including:

- general school communications;
- structured parent teacher communications;
- parent initiated communications with teachers;
- parent initiated communications with respect to operational matters; and
- complaints management.

Malek Fahd Islamic School provides both formal and informal mechanisms to facilitate communication between those with an interest in the students' education and wellbeing. This may include communication between some or all of the following: student, parent or guardian or other significant family member of the student, teacher, counselor, Principal, representative of an appropriate government, welfare, health or other authority.

**General school
Communications To Parents**

General school communications to parents are facilitated through:

- the on-line publication of our newsletter;
- updates on our public website (www.mfis.nsw.edu.au);
- updates through our parent portal;
- the school calendar;
- reports;
- SMS messages;
- Eid Festivals and community events
- notes and other written communications provided to students to be passed on to parents;
- emails/ communication via DOJO highlighting important information usually pertaining to the whole school, a year group, or a subject/class group; and
- letters by post - used where email is not possible or is deemed inappropriate.

**Structured Parent Teacher
Communications**

Structured parent teacher communications are facilitated throughout the year via:

- entries in student diaries;
- parent teacher interviews; and
- parent information evenings.

Parent Initiated Communications with Teachers

- Parents should have regard to the fact that our teachers are professionals and have multiple responsibilities outside of their direct teaching commitments. It is therefore usually difficult to arrange meetings on short notice during a school day.
- As a matter of general guidance:
 - Enquiries relating to specific performance or educational issues should be addressed to a student's teacher.
 - General curriculum enquiries should be addressed to the Head of Department or the Curriculum Coordinator.
 - Pastoral care enquiries should be addressed to a student's Welfare Coordinator.
- When seeking to arrange a meeting parents should make a formal appointment for either a telephone meeting or a face to face meeting.
- Appointments can be made by telephoning the school office on (02) 8732 7800.
- Where possible we will endeavour to arrange relevant meetings within 3 days of receiving a request.

If a parent is dissatisfied with the response of a teacher they should request an appointment with their child's Head of Department/ Year Coordinator.

Courteous and Respectful Behaviour

Malek Fahd Islamic School's teachers and staff endeavour to be courteous and respectful with our students, parents and our wider community. We also expect students, parents and others to be courteous and respectful with our staff, especially to set an example for their children.

Parents are expected to abide by the school's **Parent Code of Conduct** at all times and in particular all communications with teachers and school staff should be approached in a calm and non-aggressive manner.

Complaints Policy

If a parent is dissatisfied with the conduct or outcome of their communications with a teacher, Head of Department /Grade Coordinator or other member of Malek Fahd Islamic School's staff they may lodge a formal complaint which will be dealt with in accordance with our Complaints Handling Policy which is available on our public website.

Emergencies

Normally, a parent should not communicate with their child during school hours. In the event of an emergency, parents are requested to contact the school office, advise them of the nature of the emergency and staff members will facilitate communications with their child.

Implementation

Malek Fahd Islamic School has set up a series of compliance tasks on our **Assurance System**, to ensure that key obligations under the NSW Registration Manual are managed effectively.

Related Policies

Student Code of Conduct
Parent Code of Conduct