



COMMUNICATION POLICY

Introduction

A high standard of teaching and well-being of the students are paramount here at Sevenoaks Academy. Parents are encouraged to be in close liaison with staff and in particular with their son/daughter's classroom teacher. This policy explains the best avenues for communication with your class teacher and how you are able to both compliment the school and raise any complaints/issues/concerns that you may have.

General Communication

The best method of communication between families and their classroom teacher is through the Remind App or direct email. Teachers, Parents, and Caregivers can send/receive messages, ask questions, or request meetings via this process. Please allow a reasonable amount of time for a response to messages or emails as our staff are busy prioritizing their time between teaching the students, lesson preparation, marking, and their personal lives. Our staff will attempt to respond in a timely manner within school working hours.

Face-to-face communication can be an alternative option for general communication, but please be aware that the classroom teachers are not always available without prior notice due to other commitments.

Phoning the school directly is another way in which families can relay a message, request an appointment, or arrange to speak with their child's teacher.

Urgent Communication

If the matter is urgent or last minute, parents/caregivers can use the Remind App to message the Administrator and they will relay the message to the appropriate party or you can phone the school directly if it is during school hours. After hours, parents can send a remind message to Cherie Hughes, Matt Frank or Fernanda Meneses.

Concerns or Issues

Should parents feel the need to communicate regarding a concern or issue, then they can expect it to be dealt with in a professional manner and in accordance with procedures set out in this policy.



Stage 1 – Informal Resolution

It is hoped that most concerns or issues will be resolved quickly and informally. If parents have a concern or issue, they should, in the first instance, contact the member of staff involved. In many cases this will lead to the problem being resolved. ***This should be done face-to-face, through Remind or via email. If parents wish to have a private face-to-face meeting, please make your request to the teacher that you wish to see. This meeting can be held either in the classroom or the library.***

A written record of all concerns or issues will be made by the member of staff on the day on which they were received. If the concern or issue cannot be resolved by the teacher, the principal will be more than happy to speak to parents on an *informal* basis to help achieve a solution. Any action taken will be confirmed in writing.

This process should normally be completed within a 48-hour period. Should the matter not be resolved within this timeframe, then an extension will be agreed upon between all parties involved.

Should the matter not be resolved, then parents will be encouraged to follow stage 2.

Stage 2 - Formal Resolution

If the concern or issue cannot be resolved on an informal basis the parents should put their complaint in writing to the principal. ***This can be by way of a handwritten letter or email.*** The principal will decide, after considering the concern or issue, the appropriate course of action to take. The principal will keep written records of all meetings and interviews held in relation to the concern or issue. Once the principal is satisfied that all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The principal will also give reasons for the decision.

This process in most situations, should be completed within 5 business days.

COMPLIMENTS

A folder of thank-you letters and notes is kept in the main office area, and this helps to demonstrate the school's commitment to high standards and service. Compliments can be issued via email, cards, and letters. When compliments are received, the following procedure is completed:

- It will be sent to the Principal and filed in the School Office.
- If appropriate, we may ask that the compliment letter be placed on display or added to our website/ Facebook page.
- The same applies to thank you cards/notes.



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Staff Contact Details

Administrator

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Kindergarten

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Grade 1/2

Ashley Howe

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Grade 3/4 and Athletic Director

Chad Blackmore

Email: chad_blackmore@sevenoaksacademy.ca

Grade 5/6 and Principal

Cherie Hughes

Email: cherie_hughes@sevenoaksacademy.ca

Grade 7/8

Matthew Frank

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