



Name of Policy: **Communication Policy**

Date approved: September 2025

Date for Review: August 2027

Aim

The Royal British International School is committed to maintaining **clear, transparent, timely, and effective communication** with all stakeholders students, parents, staff, governors, and the wider community.

Effective communication is central to safeguarding, academic excellence, parental engagement, and community cohesion. This policy establishes the protocols and expectations that ensure RB maintains a culture of **openness, accountability, and trust**.

Main Communication Protocols

- Maintain **open, accessible, and respectful communication channels** with all members of the school community
- Ensure that all communication prioritises **student safety, confidentiality, and wellbeing**.
- Support effective teaching and learning through **efficient internal communication**
- English is the primary language of communication, Arabic may be used when appropriate, e.g. communication between an Arabic teacher and an Arabic-speaking parent. For Parents who do not speak English, the school will provide translation during face-to-face meetings. Parents who speak neither English nor Arabic are kindly asked to bring their own translator.
- All communication must be respectful. Courtesy is expected at all times, regardless of the issue. If a message is received that is not respectful in tone, staff should not allow the wording to influence their response. As a general rule, do not reply immediately, take time to reflect and seek guidance from your line manager if needed before responding.
- Members of the Royal community should not include any sort of threatening, scaring, hurting, defaming or intimidating communication

Disrespectful communication will not be tolerated, and the school will take appropriate action in response to any form of disrespect within the school community.

- Parents must ensure contact details on ENGAGE are current and updated; telephone numbers and email of parents/guardians and at least one emergency contact. Parents must check their Engage portal account on a regular basis.

- School doctor updates the emergency contacts for staff members yearly during the first week of induction and a copy is kept in HR.
- Staff should not communicate outside official working hours. If messages are sent after hours, the receiving staff member is not expected to respond until the next working day and is not required to reply during evenings or weekends (see Wellbeing Policy).

Confidentiality and Data Protection

Confidentiality must be maintained in all school communication, including emails, digital records, written documents, telephone conversations, and any attached files that contain confidential, sensitive, or legal information. All personal data must be handled in accordance with the School's Data Protection Policy.

Unauthorised forwarding, sharing, photographing, downloading, or storing of confidential information is strictly prohibited.

Confidentiality cannot be guaranteed where a child is at risk of harm. In such cases, information will always be shared with the Designated Safeguarding Lead, in line with the School's Safeguarding and Child Protection Policy.

Staff must exercise professional judgement at all times to ensure that information is shared appropriately, proportionately, and only with those who have a legitimate need to know.

The official channels of communication used by the Royal British International School

- School website <https://royalbritish.edu.eg/>
- Social media, e.g. The Royal British International School Facebook, Instagram, LinkedIn and WhatsApp.
- Google Drive and Calendar.
- Google Classrooms
- Emails (@royalbritish.org)
- Engage portal
- Newsletters
- Printed Letters
- Parent Handbook
- Reports
- Three-way meetings (Parent, Teacher and pupil)
- Scheduled Meetings.
- Parent Orientations

- Parent Coffee mornings
- Parent Linger and learn
- Tapestry
- Telephone calls

Social Media

RB Social media platforms such as Facebook, Twitter and Instagram are used officially by the school to share with the community achievements, events and announcements. Individual staff members may be active on social media in their private capacities. Staff members' private social media feeds must be checked frequently to ensure privacy settings are suitably configured and unsuitable material is not on display.

WhatsApp is a quick and effective mode of communication between staff when there is insufficient time to email. However, it is not appropriate for staff to communicate with students and parents via WhatsApp using their personal numbers. Parent WhatsApp groups are not recognised as an official channel of school communication and the school is not responsible for information shared via these platforms.

Emails

- Staff must follow IT guidelines clearly and communication & collaboration section in the staff code of conduct policy.
- Staff will reply promptly to emails within one working day. If more time is needed, e.g. to investigate an incident, then an acknowledgment should be sent in the first instance.
- If in doubt about how to reply to a communication, check with your line manager before communicating.
- When emailing parents, please use the correct salutation indicated on ENGAGE, including Mr, Mrs, Dr, as appropriate. Use formal language at all times.
- Parents will only be contacted by staff from a School email address.
- Parents are reminded in Orientations and in the parent handbook that email is one of several channels of communication with the School.

ENGAGE Portal

Engage serves as the primary communication channel between staff and parents, as it provides a secure and traceable record of all interactions. The platform allows for the safe storage and sharing of student-specific information, including attendance, academic reports, reward and disciplinary notices, and other relevant updates. It also supports secure messaging between parents and teachers, as well as access to daily notices and booking features.

Communication on Engage should follow the hierarchical communication structure, as outlined in the Complaints Policy. To maintain Clarity and efficiency, please avoid copying senior staff or administrative staff unless they are directly involved in the matter.

A dedicated staff member oversees the management of the Engage system. For any inquiries or technical support, please contact our Engage Administrator at 01030669066.

Three-Way Meetings

These meetings provide a valuable opportunity for open and constructive dialogue among teachers, parents, and pupils. They are held twice a year during the midterm of Term 1 and the midterm of Term 2.

The purpose of these meetings is to review student progress, discuss academic and behavioral development, set targets for improvement, and recommend strategies to support learning at home. Three-way meetings are dedicated exclusively to academic and behavioral matters. Any complaints or discussion of incidents that will require further investigation by the school should be addressed separately in a dedicated meeting, following the appropriate communication and complaints procedures.

Scheduled Meetings

- All Meetings must be scheduled. Appointments can be arranged via Engage or phone call
- Meetings should not be conducted inside classrooms, there are dedicated meeting rooms and offices for parents' meetings.
- In every meeting, written meeting minutes will be logged on Engage

Phone Calls

Staff personal mobile numbers should not be used to communicate with parents, except in an emergency when there is absolutely no alternative. Staff personal mobile numbers should not be shared with students. For school trips and off-site activities, a school mobile phone should be carried by the staff member in charge of the activity, and used to contact parents should the need arise.

Roles and Responsibilities in Communication

- 1) **Steering Committee.** Responsible for overall communication strategy, policy update and review, and Emergency communication.
- 2) **Designated Safeguarding Lead (DSL).** Responsible for confidential communication regarding Safeguarding and child protection concerns.

- 3) **Head of departments, head of year groups and Deputy Heads.** Oversee academic and pastoral communication within their respective departments.
- 4) **Form tutors/Class Teachers and Specialist Teachers.** Primary contact for daily inquiries about homework, learning, updates on student progress and academic or behavioral concerns for their respective year groups/form classes.
- 5) **Administrative Staff.** Handle general inquiries, maintaining accurate records, and support communication logistics by directing inquiries to the appropriate staff member,
- 6) **Students.** Communicate respectfully with peers and staff, and understand and adhere to the E-Safety Policy for online communication. (see E-safety policy)
- 7) **Parents/Guardians.** Parents are responsible for reading and responding to school communications promptly, ensuring the school has updated contact information, and communicating any concerns through the appropriate channels, beginning with the teacher or Form Tutor.

All staff have a duty of care to safeguard pupils and to act immediately on any communication that raises a concern about a child's welfare, safety, or mental health. Any such concern must be reported immediately to the Designated Safeguarding Lead in line with the Safeguarding and Child Protection Policy.

Communication on Progress

We ensure regular, structured, and transparent communication with parents and students about academic progress. This is done through:

- Formal Reports: 3 times a year every end of Term for key stage 3, twice a year end of term 1 and term2 for key stage 4 and twice a year end of January and June for Primary.
- Three-way Meetings: Twice a year
- Feedback: Ongoing
- Scheduled meetings: To update parents- if needed- particularly if concerns arise about major gaps in learning
- Response to concerns: Within the defined timeframe indicated above

SEN Department Communication on Progress

Pupils on Individual Education Plans (IEPs)

For pupils supported through an Individual Education Plan, parents/carers will receive an updated IEP every six weeks. Each updated plan will outline current targets, progress made, and next steps.

Pupils Receiving In-Class Support Only

For pupils who receive in-class support without an IEP, progress will be communicated through.

- A Mid-Year Report in January
- An End-of-Year Report in June

In addition to written reports, parents/guardians will receive feedback during scheduled parent meetings in October and February.

English as an Additional Language (EAL)

For pupils receiving EAL support, a progress report will be issued each term.

If significant updates, concerns, or changes arise outside the scheduled reporting periods, the SEN Department will communicate with parents/guardians via a phone call, Engage message or by arranging an additional meeting as appropriate.

All communication is recorded on Engage to ensure consistency, transparency, and accurate documentation.

Emergency Communication

In the event of an emergency involving an individual student, the School will contact the parent or guardian directly. If the incident involves an injury, the School Doctor will attempt to reach the parents/guardians first; if no response is received, the emergency contact listed on Engage will be contacted.

For incidents affecting the whole Royal School community, the School will notify all parents/guardians via email or text/WhatsApp message. In any serious situation, the safety of pupils and staff remain the highest priority, and timely updates will be provided as soon as possible. (see Business Continuity Policy).

Complaints and Concerns

If a parent has a concern which relates to the safety of a child please e-mail

Wendy.Routledge@royalbritish.org, our designated safeguarding lead who will respond appropriately.

For complaints and formal concerns, parents must follow the Royal British International School Complaints Policy, available on the school website. Concerns must be raised at the appropriate level in the first instance and not escalated prematurely.