



*Thinking Schools; Thinking Nation*

## **PARENT COMMUNICATION POLICY AND PROCEDURE**

Good communication between school's staff and parents is imperative to the quality of education provided by SGHS. Within the service of educating young people there are bound to be differing opinions between home and school. Where these are smoothly managed the educational process continues to develop in a positive manner. Where the relationship is damaged, due to intolerance, disrespect or other unacceptable behavior, the growth of the child may be adversely affected. Pupils achieve more when schools and parents work together, parents can help more if they know what the school is trying to achieve, staff will be more effective if they have a good understanding of parents' perspectives.

SGHS strive for open, positive and meaningful communication in everything we do. We support each other and believes in maintaining an environment where parents feel their views are valued and respected and where they feel they have been heard.

### **REASON FOR THIS POLICY:**

This policy is to ensure that all parents and staff understand the procedure for communicating issues which affect the education of the students. The staff has a need to communicate with the parents at regular intervals and the parents are invited to communicate with the school staff as and when it may be required. All communication at SGHS should reflect the values of School by being open, honest, ethical and professional.

### **CHANNELS FOR ADDRESSING CONCERNS:**

The purpose of this policy is to clarify the school's position with regards to electronic communication between parents and staff. *Email* is often a convenient and helpful way to communicate with the staff, but parents should follow the same guidelines as for any professional communication. As much communication will occur through email and as such

it is essential that all staff respond to all work emails within forty-eight hours (due to current infrastructure limitations) unless physical circumstances don't permit.

All emails for staff should be sent to the relevant staff member's school email addresses mentioned below:

- For Accounts:

[accounts@sghs.edu.pk](mailto:accounts@sghs.edu.pk)

- For Admissions:

[admissions@sghs.edu.pk](mailto:admissions@sghs.edu.pk)

- For Academics of Junior section:

[academics.Juniors@sghs.edu.pk](mailto:academics.Juniors@sghs.edu.pk)

- For Academics of Senior section:

[academics.senior@sghs.edu.pk](mailto:academics.senior@sghs.edu.pk)

- For Front Desk:

[frontdesk@sghs.edu.pk](mailto:frontdesk@sghs.edu.pk)

**Please Note:**

Emails should only be sent for any concerns that you might have for any academics or administrative issues to the relevant ids. You may CC email to the Director's email also which is given below:

[director@sghs.edu.pk](mailto:director@sghs.edu.pk)

Staff will endeavor to respond promptly to parent's letters or emails.

**PRE-ARRANGED MEETING AT THE SCHOOL:**

If a parent wishes to meet they can set-up an appointment with the Head of concerned department to discuss matters irrespective of what the issue is. In difficult matters, the Head of concerned department may request the Director of school to look into the matter and must be informed off all meetings between parents and staff.

Any communication to discuss concerns must go through the Head of concerned department prior to be taken to the Director of school.

**Sincerely,  
Management**