



## **Parent Communication Guidance**

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## Aldenham Education Group Vision

**Aldenham Education Group is a disruptive, owner-operated education organisation committed to redefining excellence in international schooling. Rooted in the 428-year legacy of Aldenham School in the UK, we blend tradition with innovation to create non-franchise schools that are built on substance, not scale.**

**Our ethos is driven by the Japanese philosophy of *Kaizen* – a relentless pursuit of continuous improvement. We champion a culture of meritocracy, where talent is recognised, effort is rewarded, and every member of our school community is empowered to grow and thrive.**

**We believe in delivering high-quality academics alongside a rich co-curricular programme, strong pastoral care, and a deep commitment to wellbeing. Our schools provide a rounded education where every child is known, valued, and nurtured – developing character, confidence, and the skills to succeed in life.**

## Aldenham Riyadh Mission

**At Aldenham Prep School, we provide a happy, nurturing, and warm environment where quality learning takes place, and the needs of each individual child are fulfilled.**

## Aldenham Riyadh Aims

### Our Key Aims

- ✓ *To encourage a love of learning in order to aspire to academic excellence and a broad education for all pupils*
- ✓ *To foster good relationships and partnership between staff, pupils, parents and the wider community*
- ✓ *To ensure that each individual pupil is nurtured, and encouraged to make the most of their own special talents*
- ✓ *To emphasise the importance of the social, moral and spiritual dimensions of community life in a modern society*
- ✓ *To provide a well-planned, well-organised environment giving children rich and stimulating experiences*

# Aldenham Riyadh Parent Communication Guidance

## 1. Introduction

At Aldenham School Riyadh, we believe that a strong partnership between home and school is fundamental to student success. Effective communication plays a vital role in building trust, understanding and a shared sense of responsibility. This guidance outlines the expectations for how parents and the school should communicate to ensure a positive, respectful and productive relationship.

## 2. Purpose

This document provides guidance to parents on:

- Appropriate communication channels
- Expected standards of communication
- Response timelines
- Procedures for raising concerns
- Opportunities for feedback

## 3. Communication Channels

Please refer to **Section 10**, detailing the School's official communications channels and the best way to get in touch with the school to ensure your queries are responded to in a timely manner.

### 3.1 Academic or Pastoral Concerns

- First point of contact should always be the Class Teacher (via email or arranged meeting).

### 3.2 Broader Concerns (e.g., curriculum, school policies)

- Contact the relevant Phase Leader or member of the Senior Leadership Team (SLT) via email.

### 3.3 Administrative Matters (e.g., payments, logistics)

- Contact the school administration team via email or telephone.

### 3.4 Urgent Issues or Emergencies

- Contact the school office by phone.

#### **4. Standards of Communication**

- Communication must always be respectful, constructive, and focused on finding solutions.
- Parents are expected to model polite, courteous behaviour in all interactions with staff.
- Inappropriate, aggressive, or disrespectful communication will not be tolerated.
- The School reserves the right to terminate the Parent Contract immediately in cases where Parental behaviour is abusive, defamatory, obstructive, or otherwise detrimental to the School's staff, operations, or reputation, in person or on any online platform including social media channels.
- Failure to cooperate constructively with the School or its staff – including but not limited to refusal to attend meetings, disregard for School communications, or hostile behaviour – may be treated as a material breach of the Parent Contract.

#### **5. Response Timelines**

- Staff will aim to acknowledge and respond to all communications within **48 hours**, excluding weekends and holidays. Staff will not respond to queries after 6pm on a school day.
- Complex matters requiring further investigation will be acknowledged within **24 hours**, with a timeline for full response provided.

#### **6. Raising Concerns**

- Parents should initially raise concerns directly with the Class Teacher via email or by requesting a meeting.
- If the matter remains unresolved, it should be escalated to the Phase Leader, via email or by requesting a meeting.
- For ongoing concerns, parents may request a meeting with a member of SLT.
- For serious concerns, the Headmaster may be contacted following the escalation process.
- In all cases, concerns should be raised promptly to allow for timely resolution.

We require our parents to make appointments to meet with staff rather than arriving without notice, as this ensures that each concern can be properly addressed. The school will respond to queries on an individual basis and will not provide group responses, since every child's needs are unique and are best considered separately.

The School values open and constructive communication with parents and welcomes concerns raised in good faith. Well thought through, evidenced and productive feedback to continuously improve any facet of the School is directly in line with Aldenham Education Group culture.

However, it is essential that communications with the School are accurate, respectful, and grounded in fact - this is the minimum requirement. The best School and Parent environments however, in the leading institutions globally, go one step further whereby partnership between the School and Parent Community elevates to direct cooperation where often Parents are agents to bring their respective expertise and or networks as significant contributors to reach improved outcomes.

In order to continue to foster and further this optimal culture of great importance we have seeded already, the School will not tolerate the making of unsubstantiated, misleading, or factually incorrect claims, nor the use of threats to escalate such claims to regulatory authorities or external bodies. Submitting complaints that are knowingly inaccurate, based on misinterpretation, or unsupported by evidence undermines constructive dialogue and the partnership between the School and its families. Such conduct constitutes a breach of the Parent Contract and may result in serious consequences, including termination of contract and ending of the Parental enrolment in the School.

### **7. Parent Meetings and Conferences**

- Parent-Teacher Conferences (PTCs) are scheduled in terms one and two for formal updates.
- Parents are encouraged to attend school events and information sessions to support their child's education.
- Additional meetings may be requested where necessary, subject to scheduling availability.

### **8. Feedback Opportunities**

- Parents will have opportunities to provide feedback through formal surveys.
- Informal feedback may also be shared during meetings and community events.

We welcome constructive suggestions that help strengthen the school's provision and partnerships.

### **9. Conclusion**

At Aldenham Riyadh, positive communication between parents and school staff is crucial to ensuring the best outcomes for students. By working together respectfully and effectively, we create a nurturing and successful learning environment for every child.

## 10. Communication Channels Detailed Information

At Aldenham Riyadh, we want to ensure that communication between home and school is clear, respectful, and effective. To help parents know who to contact and how, we have outlined the communication channels below. Please use these channels appropriately so that your query can be handled quickly and by the right member of staff.

### 10.1 School Office and Accounts Department

**Purpose:** Logistics, attendance, forms, transport, and general school enquiries.

**When to use:** For non-academic and administrative queries, such as:

- Logistics – collection/drop-off, timings of events, bringing in items for class activities  
Email – [officemanager@aldenhamprepriyadh.com](mailto:officemanager@aldenhamprepriyadh.com)
- Payments – fee deadlines, receipts, or activity contributions  
Email – [accountant@aldenhamprepriyadh.com](mailto:accountant@aldenhamprepriyadh.com)
- Attendance – absences, late arrivals, or early pick-ups  
Email – [officemanager@aldenhamprepriyadh.com](mailto:officemanager@aldenhamprepriyadh.com)
- Forms – medical, consent, or trip permission forms  
Email – [info@aldenhamprepriyadh.com](mailto:info@aldenhamprepriyadh.com)
- Transport – bus registration, route changes, or transport concerns  
Email – [schoolbus@aldenhamprepriyadh.com](mailto:schoolbus@aldenhamprepriyadh.com)
- General enquiries – uniform requirements or procedural/policy guidance.  
Email – [officemanager@aldenhamprepriyadh.com](mailto:officemanager@aldenhamprepriyadh.com)

For the most efficient support, we kindly ask that parents email the school with any requests so that queries can be directed to the relevant subject expert. While our school office is always happy to assist, they may not always be immediately available to provide detailed responses.

Where information is already available on our website (such as school fees, term dates, etc.) or has been previously shared through school communications (such as school events or activities), our team may instead guide you to these resources.

To avoid delays, we encourage parents to check the website and prior communications before contacting the office. Please be assured that we aim to respond to all queries in a timely manner, and if a reply is not immediate, it is likely that the information can already be found in the communications shared with you or online.

**Response / Follow-up:** Response or acknowledgement within 48 hours.

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## I 0.2 Class Dojo

**Purpose:** Informal classroom updates.

**When to use:** To stay connected with your child's class through:

- Photos of classroom activities
- Daily reminders and notices from the staff about activities in the classroom
- Parents may use Class Dojo to contact the teacher for non-formal enquiries, such as reminders about events (e.g., Odd Socks Day) or items forgotten (e.g., school bag).
- Quick clarifications
- Highlights of learning experiences
- Informal celebrations of pupil achievements
- Behaviour points

**Please note:** Class Dojo is not to be used for urgent issues, curriculum queries, or school policy matters. Teachers are in the classroom teaching and cannot respond to parent queries through this channel. Their time and attention during the school day must remain focused on the children.

**Response / Follow-up:** Quick responses may be provided through Class Dojo regarding daily classroom activities only. Parents are expected to check regularly to stay informed.

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## I 0.3 Edunation

**Purpose:** Academic updates and official school communication.

**When to use:** To access and keep up to date with:

- Homework and assignments
- Learning resources shared by teachers
- Academic notices and updates
- School-wide newsletters and announcements
- Official circulars from the school
- Activities and Events including reminders
- Payment and Fee reminders

**Response / Follow-up:** Parents are expected to log in and check regularly. Queries sent in after 6pm will be responded to the next working day.

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#### **I 0.4 Email**

**Purpose:** Formal communication between parents and staff.

**When to use:**

- Academic concerns (see section I 0.7)
- Pastoral issues that require follow-up (see section I 0.7 and I 0.8)
- Administrative requests (see section I 0.1)

**Response / Follow-up:** Emails will be acknowledged within 24 hours (excluding weekends and holidays).

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#### **I 0.5 Phone Call (School Office)**

**Purpose:** Urgent or emergency communication.

**When to use:**

- Immediate concerns during the school day – front desk
- Emergency situations requiring same-day attention

**Response / Follow-up:** Calls will receive an immediate response during school office hours.

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#### **I 0.6 Newsletters (sent via Edunation)**

**Purpose:** Weekly updates from class and whole school.

**When to use:**

- Class-specific news and updates
- To stay informed about upcoming events
- General school information

**Response / Follow-up:** Parents are expected to read to stay updated.

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#### **I 0.7 Class Teacher**

**Purpose:** First point of contact for academic progress, classroom routines, and pastoral concerns.

**When to use:** Parents may contact the class teacher regarding:

- Class trips – Edunation or Email
- Child development - Edunation or Email

- Logistics – Edunation
- Reminders - Edunation
- Time-sensitive topics – Edunation or phone call to school office if urgent
- Homework - Edunation
- Classroom routines - Edunation
- Social or behavioural matters - Email
- Wellbeing concerns - Email
- General updates about progress – Edunation
- Quick responses – Class Dojo (see section 10.2)

**Response / Follow-up:** Acknowledged within 24 hours (excluding weekends/holidays). May be resolved directly or escalated to the Phase Leader if needed.

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### **10.8 Senior Leadership Team (SLT)**

**Purpose:** School-wide concerns, policies, and complex issues.

**When to use:** If unresolved at Phase Leader level. Please get in touch by email.

**Response / Follow-up:** Written response within agreed timeline or via meeting.

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### **10.9 Headmaster**

**Purpose:** Final point of escalation for serious matters.

**When to use:** Only after escalation steps have been followed (e.g., safeguarding, complaints, policy concerns).

**Response / Follow-up:** Written response within agreed timeline or via meeting.

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### **10.10 WhatsApp – No Longer in Use**

**Purpose:** Previously used for class updates via class parent representatives.

**Current status:** WhatsApp is **no longer used by the school** as a formal communications channel. The role of class parent representatives has also been discontinued; therefore, WhatsApp groups are not managed or endorsed by the school.

**When to use:** Not applicable. Parents should now use the official channels listed above.

**Response / Follow-up:** Parents are reminded to keep their **Edunation alerts switched on** to ensure they receive all important updates and do not miss key information or activities.

### Communications Channels – Summary Table

| Channel                                     | Purpose                                                                | When to Use                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Response / Follow-up                                                                                     |
|---------------------------------------------|------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| 10.1<br>School Office & Accounts Department | Logistics, attendance, forms, transport, and general school enquiries. | <p>Logistics – collection/drop-off, timings of events, bringing in items for class activities (officemanager@aldenhamprepriyadh.com)</p> <p>Payments – fee deadlines, receipts, or activity contributions (accountant@aldenhamprepriyadh.com)</p> <p>Attendance – absences, late arrivals, or early pick-ups (officemanager@aldenhamprepriyadh.com)</p> <p>Forms – medical, consent, or trip permission forms (info@aldenhamprepriyadh.com)</p> <p>Transport – bus registration, route changes, or transport concerns (schoolbus@aldenhamprepriyadh.com)</p> <p>General enquiries – uniform requirements or procedural/policy guidance (officemanager@aldenhamprepriyadh.com)</p> <p>Parents should check the website/previous communications first before emailing to avoid delays.</p> | Response or acknowledgement within 48 hours.                                                             |
| 10.2<br>Class Dojo                          | Informal classroom updates.                                            | <p>Photos of classroom activities</p> <p>Daily reminders &amp; notices</p> <p>Quick clarifications (e.g., forgotten bag)</p> <p>Highlights of learning experiences</p> <p>Informal celebrations of pupil achievements</p> <p>Behaviour points</p> <p>Not for urgent issues, curriculum queries, or policy matters.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Quick responses may be provided for daily classroom activities. Parents are expected to check regularly. |

|                                     |                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                              |
|-------------------------------------|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| 10.3<br>Edunation                   | Academic updates and official school communication.                                      | Homework & assignments<br>Learning resources<br>Academic notices & updates<br>School-wide newsletters & announcements<br>Official circulars<br>Activities & Events (with reminders)<br>Payment & Fee reminders                                                                                                                                                                                         | Parents are expected to log in and check regularly. Queries after 6pm will be responded to the next working day.             |
| 10.4<br>Email                       | Formal communication between parents and staff.                                          | Academic concerns (see 10.7)<br>Pastoral issues requiring follow-up (see 10.7 & 10.8)<br>Administrative requests (see 10.1)                                                                                                                                                                                                                                                                            | Acknowledged within 24 hours (excluding weekends/holidays).                                                                  |
| 10.5<br>Phone Call (School Office)  | Urgent or emergency communication.                                                       | Immediate concerns during the school day – front desk<br>Emergency situations requiring same-day attention                                                                                                                                                                                                                                                                                             | Calls receive an immediate response during office hours.                                                                     |
| 10.6<br>Newsletters (via Edunation) | Weekly updates from class and whole school.                                              | Class-specific news and updates<br>Upcoming events<br>General school information                                                                                                                                                                                                                                                                                                                       | Parents are expected to read newsletters to stay informed.                                                                   |
| 10.7<br>Class Teacher               | First point of contact for academic progress, classroom routines, and pastoral concerns. | Class trips – Edunation or Email<br>Child development – Edunation or Email<br>Logistics – Edunation<br>Reminders – Edunation<br>Time-sensitive topics – Edunation or phone call to office if urgent<br>Homework – Edunation<br>Classroom routines – Edunation<br>Social/behavioural matters – Email<br>Wellbeing concerns – Email<br>Progress updates – Edunation<br>Quick clarifications – Class Dojo | Acknowledged within 24 hours (excluding weekends/holidays). May be resolved directly or escalated to Phase Leader if needed. |

|                                             |                                                                     |                                                                                                                 |                                                                                                |
|---------------------------------------------|---------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| 10.8<br>Senior<br>Leadership<br>Team (SLT)  | School-wide concerns, policies, and complex issues.                 | If unresolved at Phase Leader level. Contact by email.                                                          | Written response within an agreed timeline or via meeting.                                     |
| 10.9<br>Headmaster                          | Final point of escalation for serious matters.                      | Only after escalation steps followed (e.g., safeguarding, complaints, policy concerns).                         | Written response within an agreed timeline or via meeting.                                     |
| 10.10<br><b>WhatsApp – No Longer in Use</b> | Previously used for class updates via class parent representatives. | Not applicable. WhatsApp groups are not managed/endorsed by the school. Parents must now use official channels. | Parents should keep Education alerts switched on to ensure they receive all important updates. |