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Communications Policy

Version	Date	Name	Summary of Changes
1	April 2024	M.Aston	
2	6.10.2025	M.S. Bedford	Review and approval
Approved by: AEG + Head			Date: 6.10.2025
Review Date: 5.10.2026			

This is a copy controlled document. If you are unsure of it being the most current version, please refer to the office. If you need any changes to be made please speak to the office or the Policy Manager.

Aldenham Education Group is a disruptive, owner-operated education organisation committed to redefining excellence in international schooling. Rooted in the 425-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 communities 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 Prep 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 Prep 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 Prep Riyadh Communication Policy

1. Purpose

The purpose of this policy is to ensure clear, consistent, and respectful communication between Aldenham Prep Riyadh staff, students, parents and the wider community. Effective communication is fundamental to fostering a positive, professional and collaborative environment in line with the school's ethos.

2. Scope

This policy applies to all members of staff when communicating internally and externally with other staff members, students, parents and other stakeholders.

3. Types of Communication

3.1 Internal Communication

- Email correspondence
- Staff briefings
- Staff meetings
- Formal and informal discussions
- Collaborative platforms (Teams/Edunation)
- Newsletter
- Intranet

3.2 External Communication

- Emails, newsletters, parent-teacher conferences, school website updates, Edunation Posts, official press releases
- School's official social media platforms (managed by administration).
- Phone calls

3.3 Student Communication

- Classroom announcements and assemblies
- Emails or formal written notes in link book
- Edunation homework and assignment updates
- Aldenhome VLE platform

3.4 Emergency Communication

- Phone calls
- Email and Edunation notifications
- Official social media alerts

4. Communication Pathways

4.1 Staff Communication

- Teachers communicate directly with students regarding academic matters, behaviour and activities.
- Teachers communicate with parents regarding student progress or concerns through email, phone calls or in-person meetings.
- Phase Leaders must be informed of any communication sent to parents.
- Phase Leaders and SLT act as the first point of support for more complex issues.
- Events such as trips, exhibitions, dress-up days, PTCs and CCAs are communicated to parents via Edunation by the Office Manager, having first been shared with staff.

The protocol is as follows:

- Submit your letter to the Office Manager/Communications Director – at least 1 week in advance of the date you require it to be sent.
- The Office Manager/Communications Director prepares the letters for SLT review.
- The letters are approved/amended (track changes) and shared with the staff member who made the request before being sent.
- The Headmaster oversees and ensures consistency across all communications.

4.2 Parent Communication

As per the expectations outlined in both the Parent Terms and Conditions and the Parent Handbook, communication from parents towards the school must always be respectful and constructive. This includes:

- Following all communication guidance as provided by the school – including only using official channels for sanctioned communication and topics as provided in the staff handbook.
- Contacting the correct people only regarding specific matters.
- Maintaining discretion and confidentiality in all matters regarding the school – both in formal and informal communication.

- Ensuring your communication does not bring the school into disrepute
- Teachers are the first point of contact for classroom-specific matters.
- Pastoral and Subject concerns may be directed to Phase Leaders or Subject Leads.
- More serious concerns (e.g. – Policy concerns. Conduct, Complaints, Safety of a child) must be directed to the Headmaster.

5. Communication Expectations

5.1 Tone and Language

- All communication must be professional, respectful and supportive.
- Staff must ensure communication reflects the values and ethos of Aldenham Prep Riyadh.
- Personal opinions or emotional language must be avoided.
- Communication must be approved as per the outlined process

5.2 Written Communication

- Communications must be clear, concise and free of jargon.
- Messages to parents must be unambiguous and easy to understand.

5.3 Verbal Communication

- Sensitive issues must be discussed privately.
- Phone calls must be clear, respectful, and well-prepared.

5.4 Timeliness of Responses

- Staff must respond to parent and student enquiries within 24 hours (excluding weekends and holidays).

6. Communication with Parents

6.1 Methods of Communication

- **Email:** Formal communications. Reports, behaviour, attendance information relating to students (Academic).
- Parent obligations / policies / fees / Code of conduct / document requests / attendance requests (Admin).
- **Newsletters:** Weekly updates via Edunation, both Class Newsletter and Whole School Newsletter.

- **Education:** Homework, class-specific information, event reminders/logistics reminders and urgent notices.
- **Class Dojo:** Sharing photos and class highlights (approved content only – Phase Leader).

6.2 Approval Process

The quality and accuracy of ALL of our communication is vitally important.

As a general rule, staff should adopt the best practice of reviewing communication with a line manager before sending.

If it is not clear and obvious how to deal with a communication according to our policy and guidance – ask!!!

- Class Weekly newsletters must be checked by the Phase Leader.
- Homework announcements are usually consistent across a year group and therefore are checked by the Phase Leader.
- Communications as outlined in section 4.1 must be approved by SLT (through the Communications director).
- If a staff member is emailing a parent regarding a potentially sensitive issue they should forward the communication to their phase leader for review.
- SLT members should only be copied into emails with prior agreement.

7. *Handling Concerns and Complaints*

7.1 Active Listening

- Staff must allow parents to fully express concerns without interruption.

7.2 Acknowledge and Empathise

- Acknowledge concerns and demonstrate understanding.

7.3 Investigation and Follow-Up

- If necessary, investigate and provide a clear timeline for resolution.
- Offer solutions or next steps clearly and promptly.
- Ensure follow-up communication to confirm satisfaction.

8. Transparency and Feedback

8.1 Open Dialogue

- Staff must encourage open communication while maintaining professionalism.

8.2 Clear Policy Communication

- All policies and expectations must be made accessible and clearly communicated.

8.3 Feedback Mechanisms

- Parents and staff should be given opportunities to provide feedback through surveys and discussions.

8.4 Regular Updates

- Parents will receive regular updates about their child's progress and school developments.

9. Conclusion

By adhering to this Communication Policy, Aldenham Prep Riyadh will continue to promote clear, consistent, and respectful interactions across the school community, supporting the wellbeing, progress and success of all students.

- Strategic information (e.g., fees, school development updates) provided and reviewed with Aldenham Education Group and the Headmaster is communicated to parents by the Project Management Officer.