



School Communication Policy
English Section – Secondary

Last updated: September, 2024

Table Of Contents

1. Purpose	3
2. Professionalism	3
3. Communication Channels.....	3
4. Language of Communication.....	3
5. Response Time	3
6. Confidentiality of Parent Information	4
7. Confidentiality of Family Information.....	4
8. Large Recipient Group Emails.....	4
9. Emergency School Closure.....	5
10. Parent Representatives and GEB	5
11. Safeguarding	5
12. Social Media	5
13. Conclusion.....	5

School Communication Policy

Purpose

The purpose of this Communication Policy is to establish clear guidelines for professional and effective communication within our school community, ensuring that all interactions are aligned with the values of respect, integrity, and responsibility as outlined in the GESM values. It is vital for all our community members to understand that communication of personal information should be done under strict confidentiality.

Professionalism

All communication within the school community must reflect professionalism. GESM community members are expected to maintain a courteous and respectful tone in all interactions with parents, students, and colleagues. Communication should be solution-oriented, focusing on constructive dialogue and problem-solving.

Communication Channels

1. **Work Email Addresses:** All GESM community members must use their official work email addresses for communication with parents. This ensures that all correspondence is documented and maintains a professional standard.
2. **MS Teams:** For internal communication among staff in the English secondary and DP, MS Teams should be utilized. This platform allows for efficient and organized communication within the school community.
3. **Direct Communication:** The most effective communication is often the shortest. Community members are encouraged to speak directly to the person involved in a situation, addressing concerns in a polite and solution-oriented manner.
4. **Escalation Process:** If direct communication does not resolve the issue, the following escalation process should be followed:
 - **Homeroom Teachers:** First point of contact for concerns related to specific students.
 - **Head of Section:** If issues persist, concerns can be escalated to the Head of Section.
 - **Head of School:** For unresolved matters, the final escalation point is the Head of School.

Language of Communication

All emails and other forms of communication should be written in either German or English, ensuring clarity and understanding among all parties involved.

Response Time

Parents should be aware that not all emails and messages will receive an immediate response, particularly outside of working hours, during weekends, and holidays. GESM community members will prioritize urgent matters, but non-urgent communications may take longer to address, except in cases of absolute emergencies.

Additionally, adding recipients in the CC field does not imply their responsibility for the matter at hand. GESM community members must use the CC function in a coherent and solution-oriented manner. It is not designed to involve someone without their prior knowledge or consent.

Confidentiality of Parent Information

GESM teachers and staff have privileged access to parents' private email addresses and phone numbers and should treat this information as confidential. It is not permitted to share parents' email addresses or phone numbers with other parents or third parties. When sending emails to several parents, teachers should use the BCC (Blind Carbon Copy) field to protect the privacy of all recipients.

Confidentiality of Family Information

GESM members should treat information about other families as confidential and should not share it unless asked by the parties involved or the school management. Respecting the privacy of all families is essential to maintaining a trusting and supportive school community.

Large Recipient Group Emails

Emails sent to large recipient groups should generally be approved by the Head of Section or the Head of School. When in doubt, it is better to ask for clarification or approval before proceeding with such communications.

Emergency School Closure

In the event of an emergency school closure (e.g., due to severe weather, health crises, or other unforeseen circumstances), the school will communicate promptly with parents and guardians through the following channels:

- **Official Email:** An email will be sent to all parents informing them of the closure and any relevant details.
- **School Website:** Updates will be posted on the school's official website.
- **Social media:** Official announcements may also be made through the school's social media channels.
- **Blast SMS:** A blast SMS will be sent to all GESM community members. It is crucial to provide updated phone numbers to the school secretary to ensure effective communication.

Parents are advised to monitor these channels for timely updates and information regarding the reopening of the school.

Parent Representatives and GEB

Parents are encouraged to communicate through parent representatives and the GEB (Gesamtelternbeirat) as appropriate channels for school-related matters. However, personal cases should not be discussed publicly to maintain confidentiality and respect for all individuals involved.

Safeguarding

Matters pertaining to safeguarding are of utmost importance and must be treated with strict confidentiality. Such communications should only be shared on a need-to-know basis to protect the privacy and safety of individuals.

Social Media

GESM community members are not permitted to communicate with students or parents through social media platforms. All professional interactions should occur through official school communication channels to maintain appropriate boundaries and professionalism.

Conclusion

By adhering to this Communication Policy, we ensure that our school community operates in a respectful, responsible, and integrity-driven manner. Clear and professional communication fosters a positive environment for students, parents, and staff alike.

For any questions regarding this policy, please contact the administration office at secretariat@gesm.org.