

COMMUNICATION POLICY

The objective of this policy is to ensure that all stakeholders have clarity regarding the various communication channels used by the school. For a smooth functioning of the school, it is important that parents have clarity on how the communication process works with the school's stakeholders including teachers, administrative staff and management.

Following are important guidelines about School - Parent Communication Policy:

- The main point of contact for you is the child's Base Group Teacher. You may contact the Base Group Teacher using the email id provided in the welcome email.
- For any curriculum related query contact the subject specialist or the respective programme coordinator.
- For any pastoral or class/school related concern contact the Base Group teacher/ Head of the Programme.
- Parents must access Toddle for any notifications from school.
- Parents are advised not to send any communication on chits of paper as these can be misplaced easily. Please communicate only through your registered email id.
- The school has a policy to revert within 24 hours with a holding mail even if the issue requires a longer duration to be investigated and addressed.
- In case you wish to talk/meet with the respective Base Group Teacher/Coordinator/Head of programme/Head of School/ Director, a prior appointment should be taken at least 2 days in advance through e-mail.
- The school calendar is shared by the Base Group Teacher.
- It is advised that the mail is only marked to the person for whom it is intended.

PLEASE NOTE

- Images of students engaged in classroom and school activities may be shared on the school’s website and official social media channels as part of our effort to communicate learning and connect with the wider community.

Should you have any concerns regarding the use of your child’s photograph on the school’s social media pages, please let our Admissions Team know.

Please note the mode of communication to school authorities outlined below:

Query/ Issue	Mode of Communication	Remark
Any academic issue/behavioural issue/ health issues /loss of an item/ PTM time change/Early Exit request regarding your child should first be addressed to the Base Group Teacher.	Email/ face-to-face meeting with prior appointment.	In case of a serious issue, you may use your discretion to mark it to the Head of School.
Transport related Query	Email to transport@kunskapsskolan.edu.in	Copy in the Base Group teacher
For any other school related information	Email to info@kunskapsskolan.edu.in	Copy in the Base Group teacher

Curriculum related query	<ul style="list-style-type: none"> ● PYP- email to jyotsna.kkgib@ked.edu.in ● MYP- email to mypcoordinator.kkgib@ked.edu.in ● DP- email to dpcoordinator@ked.edu.in 	
Pastoral related/ School related	<ul style="list-style-type: none"> ● PYP- email to arpita.kkgib@ked.edu.in ● MYP/DP- email to poonamdahiya.kkgib@ked.edu.in 	

Some tips for communication with school staff

- Parents are requested to treat all the school staff including the support staff (guards, didis, bus drivers, conductors and attendants) with courtesy at all times. Any inappropriate tone, language or behaviour will not be appreciated.
- Email is an important mode of communication and must be appropriately worded. One needs to be positive and courteous in all forms of communication as one cannot take back an email or message. It is advisable to be calm and take time to choose your words carefully and avoid sending an email when one is angry.
- Parents, if facing any concern/s, should write to the appropriate person which may include the Base Group Teacher, respective Programme Coordinator, respective Head of Programme. Communicating through the right channel and appropriate mode will help in faster action and will foster a healthy school and parent relationship. Parents are requested to avoid sending any WhatsApp messages to the Base Group Teacher.

The school acknowledges that parent whatsapp groups for various grades are operational and parents communicate with each other via this channel.

It is advised that we use this means of communication to share constructive and positive feedback about the school and its staff.

Please rest assured that we are here to address any concern you might have and the child's well-being is at the centre of all that we do. At Kunspasskolan we strive for open, positive and meaningful communication and seek your support in this as we are partners in our children's education.