**General Communication Policy**

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**1.0 Purpose**

This policy provides guidelines for the provision of effective formal and informal communication between parents/guardians and staff at Great Minds ECC.

**1.1. Policy Statement**

Great Minds ECC is committed to:

• promote a friendly, collaborative and cooperative relationship between parents/guardians and staff through daily contact;

• listen and respect parents’/guardians’ ideas, opinions and suggestions;

• provide opportunities for parents/guardians to share information both formally and informally with staff;

• nurture a spirit of respect and cooperation between parents/guardians, staff and the committee;

• provide an environment that is sensitive to the cultural and social values of families and the community.

**2.0 The Communication Policy among staff members**

Staff should maintain effective communication channels among themselves.

It is accepted that some adult conversation will take place within the center premises, but as professionals we must monitor how much conversation is carried out whilst working with the children. Lengthy or inappropriate personal conversations must not take place over the heads of the children. When working in the play areas discussions / conversations should be in relation to the centre, area, routines or planned play activities or experiences. Staff must not discuss individual children ‘in front’ of the children, or where they are able to hear what is being said.

Professional communication regarding the center, the program functioning and the students’ progress and wellbeing should be undertaken during team meetings. Team meeting should take place after the morning program is completed and the majority of students have gone.

Whilst mobile phones facilitate better communication between people, they do invade privacy. Mobile phones (whether an SMS or a call) should be used with discretion and for urgent issues only and should not be used during lessons.

**3.0 The Communication Policy between staff and parents/guardians**

**3.1 Communicating with Parents and Guardians**

Parents have a responsibility to share information with the teacher as they arrive and leave the centre, with particular reference to any specific information relating to the child, also discussing any key event information and incident / accident which has occurred during the previous day.

During pick up time parents will collect their child by the teacher and share a quick piece of information. Staff should consider carefully how they speak to parents, describing how their child has been that day, always try and end the conversation with a positive point about the day or child. Staff should be conscientious, on how, where and when they discuss issues about a child. If the content of the conversation is private it is strongly advisable to arrange a meeting privately with the teacher and the manager of the center.

**3.2 Communication Channels**

Communication regarding management, rules and regulations and operation of the center should be addressed to: [info@greatminds.ae](mailto:info@greatminds.ae)

Communication regarding health issues and policies and hygiene should also be addressed to: [info@greatminds.ae](mailto:info@greatminds.ae)

There are several communication channels at Great Minds ECC.

**3.2.1 Direct/face to face:** Direct communication takes place during the drop off and pick up time. Where confidential or sensitive information is communicated, it must be sent in a sealed envelope to the recipient. If important information needs to be shared it is recommended to arrange a meeting with the responsible team, after the centre program is completed. Meetings can be either face to face or via zoom, teams applications. Meetings will be arranged at times that suit both parties. Where either party is unable to attend the meeting, the other party needs to be notified timeously. Should the meeting be missed an appropriate apology to the other party must be offered. Staff member will endeavor to listen, remain calm and professional, respect the parents and their concerns and meet the needs of the child first.

**3.2.2. Phone:** Direct communication can also be done via phone. Parents/guardians can communicate with the manager via phone during operating hours (Monday to Thursday 8am to 4pm and Friday 8am to 3pm). A parent should never contact a teacher on his/her mobile phone or home telephone. Communication should be polite and respectful by both parties.

**3.2.3. Parent App:** Parents receive daily report through Educore (parents communication app) regarding their child’s performance, the educational program and the events at the center. They can view photos, reports and all associated documents and can comment or address questions directly to the teacher . The teacher will respond within 24 hours upon receive. If the message is send during weekend the teacher will respond within the first working day. Communication should be polite and respectful by both parties.

**3.2.4. Email:** Great Minds operates from Monday to Thursday 8am to 5pm and Friday 8am to 4pm. Parents/guardian could send an email any time of the day and Great Minds team will respond within 24 hours upon receive. If the email is send during weekend the team will respond within the first working day. Communication should be polite and respectful by both parties.

**3.2.5. Whatsapp:** Great Minds operates from Monday to Thursday 8am to 5pm and Friday 8am to 4pm. Parents/guardians could send a message any time of the day and Great Minds team will respond within 24 hours upon receive. If the message is send during weekend the team will respond within the first working day. Communication should be polite and respectful by both parties. **If the child is sick or absent parents should notify the admin/nurse ASAP on 0506735843**

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| Document reviewed on June 2025 | Reviewed on behalf of Great Minds ECC by Areti Panagiotou |
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