

NEWTON INTERNATIONAL ACADEMY LUSAIL

<https://newtonschoools.sch.qa/campuses/newton-international-academy-lusail/>

An International community of learners striving for excellence and celebrating success



Newton International Academy Lusail

Communication Policy

2026 - 2027



Last Review: August 2026

Next Review: June 2027

Reviewer: Policy Committee

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VISION

An international community of learners, striving for excellence, and celebrating success.

MISSION

We aim to provide the highest quality of education possible for all our students. In doing so, we aim to positively encourage each student to achieve academic excellence, celebrate diversity, develop critical thinking skills and become lifelong learners and responsible citizens.

To achieve this, we will provide a diverse education in a safe, supportive environment that promotes positive discipline and self-motivation. We will provide and maintain a trusting and caring atmosphere where teaching and learning is meaningful and developed. We will work in partnership with our staff, students, parents and wider community to achieve our vision.

RATIONALE

Effective communication is essential to building positive and productive relationships between NIA Lusail, pupils, parents and the wider school community. Clear, timely and respectful communication supports pupils' learning, wellbeing and development and helps ensure that information, questions and concerns are addressed through the appropriate channels.

NIA Lusail is committed to maintaining communication that is professional, accessible and purposeful. The school recognises that effective communication is a shared responsibility and depends on staff, pupils and parents engaging respectfully and using the established communication channels appropriately.

AIMS

This policy aims to:

- Establish clear and consistent expectations for communication across NIA Lusail.
- Promote respectful, professional and effective communication between the school, pupils, parents and the wider school community.
- Ensure that parents and pupils understand the appropriate channels for communicating with the school.
- Support timely and appropriate sharing of information relating to pupils' learning, progress, wellbeing and school life.
- Ensure that communication is handled appropriately, sensitively and with due regard to confidentiality.
- Support positive partnerships between home and school in the best interests of pupils.

PRINCIPLES OF EFFECTIVE COMMUNICATION

Communication at NIA Lusail should be:

- Respectful and professional in tone and conduct.
- Clear, accurate and appropriate to its intended audience.
- Timely, while recognising the teaching, supervisory and operational responsibilities of staff.

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- Conducted through the appropriate school communication channels.
- Sensitive to confidentiality and the appropriate sharing of information.
- Accessible and supportive of positive engagement between the school and families.
- Focused on supporting pupils' learning, wellbeing and development.

COMMUNICATION WITH PARENTS AND CARERS

NIA Lusail uses a range of official communication channels to maintain regular and effective communication with parents and carers. These may include:

- School email.
- Telephone communication and scheduled appointments.
- SIMS Parent App.
- ClassDojo for EYFS and Primary.
- Student planners where applicable.
- Weekly bulletins, newsletters and school notices.
- Parent meetings, workshops and information sessions.
- Reports and other communication relating to pupils' academic progress, attendance, behaviour and wellbeing.
- The school website and official social media platforms for general school information and celebration of school activities.

Parents and carers are expected to use the appropriate official communication channels when contacting the school and to ensure that their contact information held by the school remains current.

APPROPRIATE POINTS OF CONTACT

Parents and carers should normally raise questions, queries or concerns with the member of staff most directly involved. This helps ensure that matters are addressed efficiently and by the person best placed to provide information or support.

The normal communication routes are:

- EYFS: Class Teacher, followed by the Head of EYFS where further support is required.
- Primary academic matters: Class Teacher, followed by the relevant Year Leader or Deputy Head of Primary (Academic) where further support is required.
- Primary pastoral matters: Class Teacher, followed by the relevant Year Leader or Deputy Head of Primary (Pastoral) where further support is required.
- Secondary academic or subject matters: Subject Teacher, followed by the relevant Head of Department or Deputy Head of Secondary (Academic) where further support is required.
- Secondary pastoral matters: Form Tutor, followed by the relevant Head of Year or Deputy Head of Secondary (Pastoral) where further support is required.
- External examination matters: Examinations Officer or Deputy Head of Secondary (Academic).

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Where a parent or carer is unsure who to contact, Main Reception or the Parent Liaison Officer (PLO) can provide guidance and direct the communication to the appropriate member of staff.

- Main Reception: +974 4007 9300 / +974 4007 9301.
- EYFS Reception: +974 7095 6604.
- Parent Liaison Officer (PLO): +974 3353 9223.
- PLO Email: plo.nialusail@newtonschoools.sch.qa

STAFF AVAILABILITY AND RESPONSE TO COMMUNICATION

Teaching and supervisory responsibilities mean that staff may not always be available to meet or respond immediately during the school day. Parents and carers should normally arrange appointments in advance rather than expecting to meet with teaching staff without prior arrangement.

When communicating with parents and carers, staff should:

- Respond within a reasonable timeframe, taking account of teaching, supervision and other professional responsibilities.
- Acknowledge communication where a full response requires additional time or information.
- Arrange meetings at a mutually appropriate time where a matter cannot be effectively addressed through email or telephone communication.
- Ensure that communication remains professional, respectful and focused on the matter being addressed.
- Refer matters to the appropriate member of staff or school leader where they fall outside their area of responsibility.

Urgent matters should be communicated through Main Reception or the Parent Liaison Officer so that they can be directed to the appropriate member of staff without unnecessary delay.

COMMUNICATION WITH PUPILS

NIA Lusail is committed to ensuring that communication with pupils is clear, respectful, age appropriate and supportive of their learning and wellbeing.

Staff should:

- Communicate expectations, instructions and information clearly and appropriately.
- Provide pupils with opportunities to ask questions, seek clarification and raise concerns.
- Ensure that communication with pupils maintains appropriate professional boundaries.
- Use approved school systems and communication channels when communicating with pupils.
- Ensure that sensitive or confidential matters are handled appropriately and referred to the relevant member of staff where necessary.

Pupils should be encouraged to communicate respectfully with staff and other members of the school community and to speak to a trusted member of staff if they require support or have a concern.

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INTERNAL STAFF COMMUNICATION

Effective internal communication supports the consistent and efficient operation of NIA Lusail. Staff are expected to use the school's approved communication systems and ensure that relevant information is shared with the appropriate colleagues in a timely and professional manner.

Internal communication may take place through:

- Official school email accounts.
- Staff meetings, phase meetings, department meetings and leadership meetings.
- School approved digital platforms and shared systems.
- Staff briefings and official notices.
- Direct professional communication between relevant colleagues and school leaders.

Staff must ensure that important information is communicated through the appropriate channel and must not rely solely on informal communication where a formal record or follow up is required.

Confidential or sensitive information must only be shared with colleagues who have a legitimate professional reason to receive it.

CONFIDENTIALITY AND INFORMATION SHARING

Communication involving personal, sensitive or confidential information must be handled appropriately and shared only with individuals who have a legitimate professional reason to receive it.

Staff must:

- Use approved school systems when communicating confidential or sensitive information.
- Take appropriate care when sending emails, documents or other information to ensure that the correct recipients are selected.
- Avoid discussing confidential matters in public areas or with individuals who are not directly involved.
- Maintain appropriate confidentiality when communicating about pupils, families and staff.
- Share information where necessary to support a pupil's education, wellbeing or safety, in accordance with school procedures and applicable requirements.

Confidentiality must never prevent the appropriate sharing of information where there is a safeguarding concern or a risk to the safety or wellbeing of a pupil.

SAFEGUARDING COMMUNICATION

Safeguarding concerns must be communicated promptly and in accordance with the school's Safeguarding and Child Protection Policy. Normal communication routes must not delay the reporting of a safeguarding concern. Staff must report safeguarding concerns directly to the Designated Safeguarding Lead (DSL) or a Deputy Designated Safeguarding Lead (DDSL) using the school's established safeguarding reporting procedures.

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Parents, carers and visitors may report safeguarding concerns by:

- Speaking directly to the DSL, a DDSL or another member of staff.
- Emailing safeguarding.nialusail@newtonschoools.sch.qa.
- Using the school's safeguarding QR reporting form.

Where there is an immediate concern regarding a pupil's safety or wellbeing, the DSL or a DDSL should be contacted directly using the quickest appropriate means. Email should not be relied upon as the sole method of communication in an urgent safeguarding situation.

RESPECTFUL AND APPROPRIATE COMMUNICATION

All members of the school community are expected to communicate respectfully and professionally.

Communication should remain constructive and focused on resolving questions, concerns or matters relating to school life.

NIA Lusail expects communication to:

- Use respectful and appropriate language.
- Remain focused on the matter being discussed.
- Respect the professional roles and responsibilities of staff.
- Respect appropriate boundaries, confidentiality and the privacy of others.
- Avoid language or behaviour that is abusive, threatening, discriminatory, intimidating or otherwise inappropriate.

Where communication becomes inappropriate or unacceptable, the school may bring the communication to a close and arrange for further contact to take place through an appropriate member of the Senior Leadership Team or another designated communication route.

MANAGEMENT OF PARENT COMMUNICATION

NIA Lusail aims to resolve communication matters at school level wherever possible through the appropriate staff and leadership channels.

Where additional support is required, parents and carers may contact the Newton Group Management of Parent Communication Department (MPC). The MPC provides an additional communication route for parents and supports appropriate communication between families, the school and Newton Group.

The MPC may be contacted through:

- Landline: +974 4409 1037.
- Email: MPC@newtonschoools.sch.qa.
- After School Hours: +974 7070 9714 or +974 7071 2145.

The MPC communication route does not replace the school's formal Complaints Policy or safeguarding reporting procedures.

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CONCERNS AND COMPLAINTS

Where a matter cannot be resolved through normal communication, or where a parent or carer wishes to make a formal complaint, the school's Complaints Policy must be followed.

The Complaints Policy sets out the formal procedures, responsibilities, timescales and escalation arrangements for managing complaints. This Communication Policy does not replace those procedures.

ROLES AND RESPONSIBILITIES

Effective communication is a shared responsibility across the school community.

- The Principal and Senior Leadership Team are responsible for promoting effective communication across the school and ensuring that appropriate communication systems and procedures are in place.
- School leaders are responsible for ensuring that relevant information is communicated effectively within their areas of responsibility and for supporting the resolution of communication matters where escalation is required.
- Staff are responsible for communicating professionally, using approved school channels, responding appropriately to communication and maintaining confidentiality.
- Parents and carers are responsible for using the appropriate communication channels, maintaining respectful communication and ensuring that their contact information held by the school remains current.
- Pupils are expected to communicate respectfully and to use the appropriate channels to seek information, guidance or support.

POLICY MONITORING AND REVIEW

The Principal and Senior Leadership Team are responsible for monitoring the implementation and effectiveness of this policy.

Communication practices may be reviewed in response to feedback, operational needs, changes to school systems or identified areas for improvement.

This policy will be reviewed annually, or earlier where changes to school procedures or applicable requirements make this necessary.