

# 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

**2025 - 2026**



**Last Review:** August 2025

**Next Review:** June 2026

**Reviewer:** Policy Committee

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*Communication Policy*

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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 our pupils of all abilities. In doing so, we aim to positively encourage each pupil to achieve academic excellence, enjoy creative 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 self-discipline and motivation. We will provide and maintain a calm, trusting, and caring atmosphere where teaching and learning are meaningful and developed. We will work in partnership with our staff, pupils, parents, and the wider community to achieve our vision.

## **Rationale**

Effective communication is key to building strong partnerships between the school and families. It ensures concerns are addressed promptly, respectfully, and in a way that supports student wellbeing. This procedure sets out the communication channels and complaint steps used at NIA Lusail. It reflects international best practice and complies with relevant expectations under the DfE and Equality Act 2010, while respecting data protection standards. Clear processes promote openness, shared responsibility, and a supportive school culture.

## **Aim**

The aim of this procedure is to establish clear, consistent communication and complaint protocols at NIA Lusail. It ensures that families are kept well-informed about school matters and that any concerns are addressed fairly, promptly, and in accordance with safeguarding, equality, and confidentiality principles.

## **Communication Channels**

At Newton International Academy Lusail, clear and consistent communication is essential to building strong partnerships between school and home. We offer several structured avenues for ongoing communication, including weekly newsletters, student planners, ClassDojo, email, SIMS, and scheduled phone appointments with staff. Effective communication supports the academic progress, wellbeing, and development of every child.

## **Initial Contact**

If you are unsure whom to contact or require assistance beyond initial communication, please reach out to our main reception for guidance:

- Main Reception: +974 40079300 / +974 40079301
- EYFS: +974 70956604
- Email: [plo.nialusail@newtonschoools.sch.qa](mailto:plo.nialusail@newtonschoools.sch.qa)

In most cases, your child's Form Tutor (Secondary) or Class Teacher (Primary) should be your first point of contact. They will arrange a suitable time to meet or respond to your concern.

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## Staff Availability

It is not usually possible to speak with teaching staff during the school day unless arranged during designated break times, and only if the staff member is not on duty.

To speak with a teacher or a member of staff:

- Please email or telephone reception to request an appointment
- Leave your name, your child's name, and the reason for contact
- Allow reasonable time for a reply, as staff have teaching and supervisory commitments

## Student Communication

Students must request permission to use the school reception telephone. This facility is for emergency use only and not for routine communication.

## Communication Guidelines

Questions, queries, or concerns should be raised through the appropriate channels to ensure a prompt and effective response. The following table outlines the correct steps:

- **Classroom-related question or concern:**  
→ Form Tutor (Secondary) or Class Teacher (Primary)
- **Curriculum-related question:**  
→ Form Tutor / Class Teacher → Head of Department → Deputy Head (Academic) → Year Leader (Primary) or EYFS Coordinator
- **Pastoral concern or wellbeing issue:**  
→ Form Tutor / Class Teacher → Year Leader (Primary) → Deputy Head (Pastoral) → EYFS Coordinator
- **IGCSE/AS subject-specific academic query:**  
→ Subject Teacher → Head of Department → Head of Year → Deputy Head (Academic)
- **IGCSE/AS external exam queries:**  
→ Exams Officer → Deputy Head (Academic)

If the matter requires further attention, an appointment may be scheduled with the relevant Head of School, Deputy Principal, or the Principal at a mutually convenient time.

## Complaint Guidelines

For full details regarding the complaints procedure, please refer to the NIA Lusail Complaint Policy. This outlines the formal steps to follow should a parent or guardian wish to raise a concern that cannot be resolved informally.

## Management of Parent Communication (MPC)

To further strengthen the communication between families and the school, Newton International Academy Lusail benefits from the support of the Newton Group's Management of Parent Communication (MPC) department. This department acts as a centralised communication portal for all Newton schools and provides an additional platform for parents to share queries, feedback, or concerns.

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## Contact Details for MPC:

- **Landline:** 4409 1037
- **Email:** MPC@newtonschoools.sch.qa
- **After School Hours:** 7070 9714 / 7071 2145

## Non-Discrimination and Data Protection Compliance

Newton International Academy Lusail is committed to upholding the principles of the Equality Act 2010. No pupil, parent, or staff member will face discrimination on the basis of sex, race, disability, religion or belief, gender reassignment, pregnancy or maternity, or sexual orientation.

All communication and complaint processes are managed in full accordance with the Data Protection Act 2018 and UK GDPR regulations. This ensures that all personal information is handled fairly, securely, and lawfully, with respect for confidentiality and individual privacy.

## Feedback and Continuous Improvement

At Newton International Academy Lusail, we are committed to refining our communication practices through regular feedback. We actively gather input from parents, students, and staff to assess the clarity, consistency, and effectiveness of our communication systems. This is done through periodic surveys, feedback forms, and informal dialogue.

All feedback is reviewed by the leadership team, and communication strategies are adjusted accordingly to meet the evolving needs of our school community and to maintain a high standard of responsiveness and transparency.

## Training and Support for Staff

All staff members receive guidance and training on professional communication, including how to handle sensitive conversations and manage parental concerns appropriately. This ensures that our team is confident, respectful, and effective in all interactions with parents and pupils, promoting a collaborative and supportive school culture.