

*Newton International Academy, Barwa*

# Communication Policy

*An International Community of Learners, Striving for Excellence and Celebrating Success*

*Approved by: Senoir Management Team*
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*Review Cycle: Annual*

NEWTON INTERNATIONAL ACADEMY | BARWA

**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 students of all abilities. In doing so, we aim to positively encourage each student 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, students, parents, and the wider community to achieve our vision.

**Rationale**

Effective communication is essential for fostering positive relationships between the school and families, ensuring that concerns are addressed promptly and appropriately. This procedure outlines the channels for communication and the steps for raising complaints, ensuring alignment with best practises as outlined by CIS, DfE, and the Equality Act 2010. By establishing clear guidelines, we promote transparency, accountability, and a collaborative approach to resolving issues while ensuring compliance with non-discrimination and data protection principles.

**Aim**

The aim of this procedure is to provide clear guidelines for communication at NIA Barwa, ensuring that all stakeholders are well and regularly informed about all school matters and procedures and that their concerns are handled fairly, efficiently, and in a timely manner, while upholding the principles of equality and data protection.

**Newton Group Values:**



**Communication Channels**

At NIA, we offer various avenues for communication, including newsletters, planners, Dojo, RENWEB, email, and phone appointments with staff. Communication is critical to ensuring the best possible outcomes for individual students.

1. **Initial Contact:**
    - If you are uncertain who to contact or need further clarification or issues are not resolved, please contact Main reception on 40016401, Oryx - 40016403, Pearl - 40016402 or email plo@nia-newtonschools.com for advice on further action.
    - In the first instance, please contact your child's Form Tutor/Class Teacher to make an appointment to discuss any areas of concern.

2. **Staff Availability:**

    - It is not usually possible to speak to teaching staff during school hours, except during first or second break if they are not on duty.
    - Should you need to contact staff, kindly email or telephone to make an appointment or leave your name and a message so that staff may return your call. Please allow sufficient time for staff to respond, considering their teaching and pastoral duties.

3. **Student Communication:**

    - Students must obtain permission to use the reception telephone, which is only to be used in emergency situations.

**Communication Guidelines**

Any questions, queries, issues, or concerns should be passed through the correct communication channels as shown in the following steps:

- **Classroom Question, Problem, or Query:** Form Tutor/Classroom Teacher
- **Curriculum Question, Problem, or Query:** Form Tutor/Classroom Teacher / Head of Department / Deputy Academic / EYFS Coordinator/Year Leader in Primary

- **Pastoral Issue:** Form Tutor/Classroom Teacher / Year Leader in Primary/ Deputy Pastoral / EYFS Coordinator
- **IGCSE/AS Subject Question, Problem, or Query:** Head of Department / Head of Year / Deputy Academic
- **IGCSE/AS Examination Question, Problem, or Query:** Examination Officer / Deputy Academic

If the issue requires further discussion, an appointment can be made with the respective Head of School, Deputy Principal, or Principal at a mutually convenient time.

**For Complaint Guidelines, please see the Complaint Policy.**

To continue to build stronger communication between parents and schools, we also have the Management of Parent Communication (MPC) department to assist parents with another platform to share information. This department is a central communication portal for all Newton Parents.

**Contact Details:**

- Landline: 4409-1037
- Email: MPC@newtonschools.sch.qa
- After School Hours: 7070-9714 and 7071-2145

**Non-Discrimination and Data Protection Compliance**

- NIA is committed to upholding the principles of the Equality Act 2010, ensuring that no student, parent, or staff member is discriminated against based on protected characteristics, including sex, race, disability, religion or belief, gender reassignment, pregnancy and maternity, or sexual orientation.
- All communication and complaint processes will be conducted in a manner that respects confidentiality and adheres to the Data Protection Act 2018 and UK GDPR, ensuring that personal information is processed fairly, lawfully, and securely.

**Feedback and Continuous Improvement**

- We actively seek feedback from parents, students, and staff regarding communication effectiveness. Surveys and feedback forms will be distributed periodically to gather insights and improve our communication strategies.
- The school will review communication practises regularly to ensure they remain effective and relevant, making adjustments based on stakeholder feedback and changing needs.

**Training and Support for Staff**

- Staff will receive training on effective communication strategies, including how to handle sensitive issues and complaints, ensuring they are equipped to engage positively with parents and students.