



MEF INTERNATIONAL SCHOOL COMMUNICATION PROCEDURE

STATEMENT OF AIM

To provide clear procedures and expectations around communication between teachers, parents, legal guardians, and students to support student learning and establish and maintain positive and open relationships based on trust and mutual understanding. To provide a fair and transparent process for addressing complaints related to administrative decisions or other issues at MEF International School Istanbul.

SCOPE

This procedure applies to communication between teachers, parents, legal guardians, and students at MEF International School Istanbul. It also covers complaints related to administrative decisions or other issues at the school.

PRINCIPLES OF COMMUNICATION

- **Fairness:** MEF International School Istanbul is committed to a fair communication and complaints procedure, ensuring equal treatment for all parties involved.
- **Courtesy:** All communication related to this procedure should be rooted in mutual respect, trust, and politeness.
- **Accessibility:** MEF International School Istanbul strives to establish a communication and complaints procedure that is easy to comprehend, simple to access, and well-publicized.
- **Timeliness:** The school prioritizes addressing all communication and complaints in a prompt manner to ensure timely resolution.
- **Effectiveness:** MEF International School Istanbul regularly monitors and reviews the communication and complaints procedure to guarantee its continued effectiveness.
- **Attentiveness:** The school provides every opportunity for parents, legal guardians, and students to express their communication and complaints, assuring them that their concerns are being heard. Updates on the progress and status of complaints will be communicated as appropriate.

RIGHTS AND RESPONSIBILITIES

Parents, legal guardians, and students can expect to:

- Be treated with respect, courtesy, and consideration.
- Have their concerns or complaints addressed efficiently and promptly.
- Have their personal information handled confidentially.
- Have their concerns or complaints assessed impartially and in accordance with due process.

In return, MEF International School Istanbul requests that parents, legal guardians, and students:

- Treat all involved parties with respect, courtesy, and maintain confidentiality.
- Bring up the concern or complaint as soon as possible after the issue has occurred.
- Provide accurate and comprehensive information about the concern or complaint.
- Seek assistance or additional information as needed.
- Act in good faith to reach an outcome that is acceptable to all parties.
- Maintain realistic and reasonable expectations about potential outcomes or remedies.

COMMUNICATION BETWEEN TEACHERS AND PARENTS

- All members of the school community are to maintain the values of safety, respect, and responsibility at all times, including in communication. This includes emails, phone calls, meetings, and all other areas of communication.
- Students, faculty, and school families, will not engage in discussions about other students, faculty members or other school families unless the discussion is positive and respectful.
- In all areas of concern or query the school will encourage parents to speak to the person of interest directly.

The lines of communication are:

- Speak to the teacher or staff member responsible (e.g. class teacher or specialist).
- Speak to the Deputy Principal if you are not satisfied with the answers you got.
- Speak to the Principal if you still have questions or concerns.
- Involve the Assistant General Manager if all other avenues have proven unsatisfactory.
- The Curriculum Coordinator will answer questions relating to the curriculum. Parents are expected to attend the parent workshops offered throughout the year.
- Social-emotional matters can be addressed through either our Deputy Principal or School Counselor.

COMMUNICATION AND MEETING PROTOCOLS

Meeting Appointments

- Parents are encouraged to make appointments when wishing to meet with staff.
- An appointment ensures that staff are available and prepared to address your needs in the meeting.
- The best way to facilitate an appointment is to send an email directly to the staff member.
- Meetings with the Principal should be arranged through the Principal's Assistant to ensure timely and efficient scheduling.

Handling Sensitive Issues

- Direct contact either in-person or virtually via video call is the preferred method for handling sensitive, difficult, complex, or emotional issues.
- The school strongly encourages parents to set up a meeting with the teacher, rather than communicate in writing or dropping in unannounced.

Teacher Communication Expectations

- Teachers are expected to respond to written communication within 24 hours during the workweek to ensure timely communication.
- Teachers are expected to find time to make themselves available for face-to-face or virtual meetings as requested by parents.
- Teachers can also invite parents for face-to-face meetings to ensure open communication.

Resolving Uncomfortable Situations

- If a teacher or parent feels uncomfortable during a meeting, either party can bring the meeting to a polite and respectful finish.
- The Principal should be informed when a conflict is unable to be resolved to ensure that appropriate actions are taken.
- If additional meetings are required, a school administrator, the school counselor, learning services, or other interested parties may be present at the request of either the parents or teachers.
- Parents or teachers should be informed beforehand to ensure that all parties are adequately prepared.

Document History		
Date	Details	Responsible
August 2018	Policy created	Figen Sonmez
May 2022	Policy modified	Jennifer Graham-Magill
April 2023	Policy Updated	Byron Smith, Emma Osborn, Brett Warfield