



Communication Policy

2026-27



1. Purpose

The purpose of this Communication Policy is to ensure clear, effective, respectful, and timely communication between DGS School and its stakeholders, including students, parents/guardians, staff, KHDA, and the wider community. This policy supports transparency, collaboration, and positive relationships within the school community.

2. Scope

This policy applies to all forms of communication conducted on behalf of DGS School, including verbal, written, electronic, and digital communication. It applies to all staff, students, parents/guardians, contractors, and external stakeholders.

3. Principles of Effective Communication

DGS School communication will be:

- Clear, accurate, and professional
- Timely and relevant
- Respectful and inclusive
- Confidential where required
- Consistent with school values and KHDA guidelines

4. Official Communication Channels

The following are approved communication channels for DGS School:

- Official school email accounts
- School management system / parent portal
- Circulars and notices
- School website and social media platforms
- Parent-teacher meetings and school events

Personal email accounts or unofficial social media platforms must not be used for official school communication.

5. Communication with Parents and Guardians

- All important information regarding academics, attendance, behaviour, health, and school events will be communicated through official channels.
- Teachers will communicate academic matters during working hours only.

- Parents are encouraged to follow the proper communication channels and appointment procedures when contacting staff.
- Confidential student information will be shared only with authorized parents/guardians.

6. Internal Staff Communication

- Staff communication must be professional, respectful, and aligned with school policies.
- Internal communication will be conducted through official emails, meetings, notices, or approved digital platforms.
- Confidential information must not be shared without authorization.

7. Communication with Students

- Communication with students must be age-appropriate, respectful, and supportive.
- Staff must maintain professional boundaries at all times.
- Private or personal communication through unofficial platforms is not permitted.

8. Communication with External Bodies

- Communication with KHDA, government authorities, and external organizations must be conducted by authorized personnel only.
- All official records and correspondence must be accurate and properly documented.

9. Use of Social Media

- Official social media accounts are managed by authorized staff only.
- Content shared must reflect the school's values and protect student privacy.
- Images or videos of students will be shared only with prior consent from parents/guardians.
- Staff must not post confidential or sensitive school-related information on personal social media accounts.

10. Confidentiality and Data Protection

All communication must comply with the DGS School Data Protection Policy. Personal and sensitive information must be handled securely and shared only on a need-to-know basis.

11. Complaints and Grievances Communication

- Complaints must be communicated respectfully through the school's official grievance procedures.
- The school will acknowledge and respond to complaints within a reasonable timeframe.

12. Breach of Policy

Any misuse of communication channels or breach of this policy may result in disciplinary action in accordance with school procedures.

13. Roles and Responsibilities

- **School Management:** Ensure effective implementation of this policy.
- **Staff:** Follow approved communication practices.
- **Parents and Students:** Use official channels respectfully and responsibly.

14. Policy Review

This policy will be reviewed annually or as required by KHDA or regulatory changes.

15. Approval

This Communication Policy is approved by the Principal of DGS School and is effective from the date of approval.

Approved by: Principal

Date: April 2026

Date of Next Review: April 2027