

GES CAIRO



PARENT COMMUNICATION AND CONTACT POLICY

Created by	Head of School/Senior Leadership Team
Applies to	GES Cairo Parents, Carers, Staff
Approved by	Board of Directors
Date adopted	17 September 2026
Review cycle	Annual
Next review	17 September 2027

Safeguarding

GES Cairo is committed to safeguarding and promoting the welfare of children and young people. We expect all staff, volunteers, and visitors to share this commitment. We maintain a culture of vigilance where the welfare of our students is always paramount. All school policies are underpinned by this principle and operate in full compliance with current statutory safeguarding guidance and global and local procedures.

1. Rationale and Purpose

Gulf English School Cairo (GES Cairo) is committed to maintaining open, respectful, professional and effective communication between the school, students and parents/carers.

Effective communication is essential to building trust, resolving concerns promptly and ensuring that students receive the appropriate support. This policy establishes clear channels of communication so that questions, concerns and requests are directed to the member of staff best placed to respond.

The policy also ensures that communication is managed consistently and efficiently and that the Head of School and senior leadership team are able to focus on strategic leadership, school improvement, safeguarding and the overall quality of education.

2. Communication Principles

Gulf English School Cairo Staff will:

Communication with School - Parents

- communicate clearly, professionally and respectfully;
- provide parents with appropriate and accessible channels for communication;
- respond to enquiries within a reasonable and published timeframe;
- ensure that concerns are addressed by the person best placed to resolve them;
- maintain appropriate records of significant communications and concerns;
- protect confidentiality and personal information;
- ensure that safeguarding concerns are escalated immediately through the appropriate channels;
- encourage parents to raise concerns early, rather than allowing issues to escalate;

GES Cairo Parents are expected to:

- communicate respectfully with all members of the GES Cairo community;
- use the appropriate communication channel for their enquiry;
- allow staff reasonable time to respond;
- follow the school's communication and escalation procedures;
- avoid contacting multiple members of staff about the same matter simultaneously;
- understand that some matters cannot be discussed by email and may require a meeting or telephone conversation

3. Communication Structure

GES Cairo operates through a clear structure of responsibility. **Parents** should normally begin with the person closest to the issue. Where an issue cannot be resolved at that level, it can then be escalated through the appropriate line of management.

Normal communication pathway:

1. Teacher/Form Tutor/Subject Teacher
2. Head of Department/Phase Leader/Key Stage Leader
3. Assistant/Associate Principal or relevant Assistant Officer
4. Head of School
5. Managing Director, BOD where appropriate

The precise route will depend upon the nature of the matter. Parents should not bypass members of staff in the communication chain unless the matter is urgent, relates to safeguarding, or there is a legitimate reason why the normal route is inappropriate.

4. School Email Address

Parents should use this address rather than emailing the Head of School directly.

The central school email address allows GES Cairo to:

- ensure that enquiries are received and logged appropriately;
- direct enquiries to the correct member of staff;
- ensure that matters are dealt with by the person responsible for them;

- maintain continuity when individual members of staff are absent;
- avoid important communications being missed;
- ensure appropriate confidentiality and record keeping;
- prevent the Head of School from becoming the default contact for routine operational matters.

The use of the central email address is not intended to create a barrier between parents and school leadership. It is designed to ensure that parents receive a faster and more appropriate response from the person who has the responsibility and authority to deal with their particular issue.

5. Administrative Officers/Senior Leadership Contacts

Parents may need to contact a member of the school's senior or middle leadership team. The relevant contact details are provided below. The school will keep this information current.

Area	Staff Member	Email Address
EYFS	[Name]	[email address]
Key Stage One	[Name]	[email address]
Key stage Two	[Name]	[email address]
Key stage Three	[Name]	[email address]
Admissions	[Name]	[email address]
Finance	[Name]	[email address]
Transport	[Name]	[email address]

Where parents are uncertain who should receive their enquiry, they should email gescairo@gescairo.com. The school will then direct the enquiry appropriately.

6. Contacting the Head of School or the Managing Director

If a matter has been appropriately raised and remains unresolved, it can be escalated through the school's leadership structure and, where appropriate, will reach the Head of School.

This structure is important because the Head of School cannot effectively lead the whole school if they become the first point of contact for every individual operational query.

7. Why Parents Should Follow the Communication Chain

GES Cairo recognises that parents naturally want to advocate strongly for their children. We welcome this involvement. However, bypassing the normal communication structure can unintentionally make a concern harder to resolve.

- allows the person closest to the issue to investigate it;
- gives staff appropriate responsibility and accountability;
- prevents duplication of work;

- reduces delays;
- ensures that decisions are made at the appropriate level;
- allows senior leaders to concentrate on whole-school priorities;
- provides a clear record of how an issue has been addressed;
- gives parents a transparent route for escalation if the initial response does not resolve the matter.

Following the communication chain is therefore not about restricting parental access to school leadership. It is about creating a professional system in which concerns are dealt with efficiently, fairly and at the appropriate level.

8. When the Head of School Should Be Contacted Directly

- a serious unresolved matter that has already followed the appropriate communication pathway;
- a matter specifically relating to the performance or conduct of a senior member of staff;
- a matter which the Head of School has specifically requested parents to raise directly;
- an exceptional issue requiring immediate senior leadership intervention.

Where a parent believes that the normal communication pathway is inappropriate, they should explain why when contacting the school.

9. Safeguarding Concerns

Safeguarding concerns must not wait for the normal communication process. If a parent has an immediate concern about the safety or welfare of a student, they should contact the school's designated safeguarding personnel using the school's published safeguarding contact details.

For an emergency requiring immediate intervention, parents should use the appropriate emergency services. Safeguarding concerns should never be delayed because a particular member of staff is unavailable.

10. Email Communication

Email is an important communication tool. We ask that you kindly: use a clear subject heading;

- state the student's name and year group where relevant;
- clearly explain the issue or question;
- provide relevant information without unnecessary detail;
- avoid emotionally charged or inappropriate messages;
- allow staff reasonable time to investigate and respond;

- avoid copying large numbers of staff into an email unless necessary.

Staff will endeavour to respond within 2 working days. Where an issue requires investigation, the initial response may acknowledge receipt and provide an indication of when a substantive response can be expected.

11. Meetings and Telephone Calls

Some matters are better addressed through a meeting or telephone conversation rather than a lengthy exchange of emails. The school may therefore invite parents to a meeting where an issue is complex, several members of staff need to be involved, confidentiality is important, a concern has continued despite written communication, or a face-to-face discussion would be more productive.

Parents should not arrive at school expecting to meet immediately with a particular member of staff without an appointment. Appointments should be arranged through the appropriate school channel. No parent meetings will be held without a pre-approved appointment with any member of staff.

12. Communication with Teachers

- Teachers should normally be the first point of contact for questions relating to classroom learning, homework, individual subject progress and day-to-day classroom matters.
- Teachers should not be expected to respond to emails outside their normal working hours.
- Teachers may redirect an enquiry to the relevant Head of Department, Phase Leader or senior leader where appropriate.

13. Complaints and Escalation

GES Cairo welcomes constructive feedback and encourages parents to raise concerns promptly. A concern should normally be addressed at the lowest appropriate level.

If a parent is dissatisfied with the response, the concern may be escalated to the next appropriate level of leadership in accordance with the school's Complaints Policy.

Parents should not escalate a matter simultaneously to several senior leaders, as this can delay resolution and make it difficult to establish who has responsibility for responding.

14. Social Media and Informal Communication

Parents should not use social media as a substitute for the school's formal communication channels when raising concerns about individual students, staff or school decisions. Concerns

should be communicated directly to GES Cairo so that the school has an opportunity to investigate and respond appropriately.

Confidential or sensitive information about students, families or staff should never be shared publicly.

15. Respectful Communication

GES Cairo expects all communication between members of the school community to remain courteous and respectful.

The school will not tolerate:

- abusive or threatening language;
- personal attacks;
- intimidation;
- discriminatory or offensive communication;
- repeated unreasonable communication;
- the use of social media to harass or target members of the GES community.

Where communication becomes inappropriate, the school may limit the communication channel or take other appropriate action in accordance with school policy.

16. Staff Commitment to Parents

GES Cairo recognises that parents are essential partners in their child's education. Our communication structure is therefore designed not to create distance between the school and families, but to ensure that communication is accessible, professional, timely, accountable and appropriate.

To resolve concerns quickly, professionally and at the level where they can be most effectively addressed, always keeping the best interests of the student at the centre of our work.

Systems and Process - Staff to Parents

Emails messages sent in advance of meetings, events and with information to help improve support their children's development

Termly newsletters with current updates and information

Posts on the School Website calendar notifying parents of upcoming events, parent meetings, activities

Teachers communicate via Google Classroom with students and parents regarding school events and assignments

Administrative Officers contact the parents by phone about any attendance issues

Social Media posts celebrate pupil achievements and showcase school events

All parent contact is minuted (meeting in person or a phone message) on the Parent Contact Form and filed in the relevant student file.