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| <b>3310</b>                           | <b>Communication Policy</b>                              |
| <b>Approval Date:</b>                 | <b>January 2013</b>                                      |
| <b>Category:</b>                      | <b>School-Community-Home Relations</b>                   |
| <b>Governance<br/>Accountability:</b> | <b>Academic Partners, Leadership, Board of Directors</b> |
| <b>Audience:</b>                      | <b>Families, Students, Employees</b>                     |

The Pine Lake Preparatory Faculty, Administration, and Board of Directors wish to be as helpful and responsive as possible to both parents and students. Pine Lake Preparatory encourages students and parents to seek the most appropriate channels of communication to answer any questions or requests, so that their needs may be met quickly and easily.

### **Using the School Channels of Communication**

If a parent or student has a question on school academic programs, policies or procedures, they should first speak with the classroom lead teacher. If the question is not resolved, the parent or student can speak with the Building Head of the Lower, Middle, or Upper School who will work to resolve the concern. If communications with the Building Head do not prove satisfactory, parents and students are encouraged to contact the Head of School. If, for any reason, the question or concern is still not resolved, the parent or student may write a grievance to the Board of Directors, as outlined by the Grievance Policy.

### **Timeliness of Responses of Incoming Communications**

### *Email Communications*

Pine Lake Preparatory Academic Partners respond to emails within 48 hours (Monday-Friday, excluding Pine Lake Preparatory School Holidays) with an individual response; Pine Lake Preparatory Academic Partners can elect to set up an automated reply to go out immediately such as: "We have received your email; thank you for contacting Pine Lake Preparatory. We will investigate further and respond to you within 48 hours."

Document by creating "sent mail" file folders. **EXCEPTION:** Any emails from individuals who have legal action pending with the school; in these instances, all communication must go through legal counsel.

### *Telephone Calls*

Pine Lake Preparatory Academic Partners respond to phone calls within 48 hours (Monday- Friday, excluding Pine Lake Preparatory School Holidays); even if the voice mail response is: We have received your phone call; thank you for calling Pine Lake Preparatory. We will get back to you with a more informed response within 48 hours during the regular business week." Document phone calls via phone logs.

**EXCEPTION:** Any phone calls from individuals who have legal action pending with the school; in these instances, all communication must go through legal counsel.