

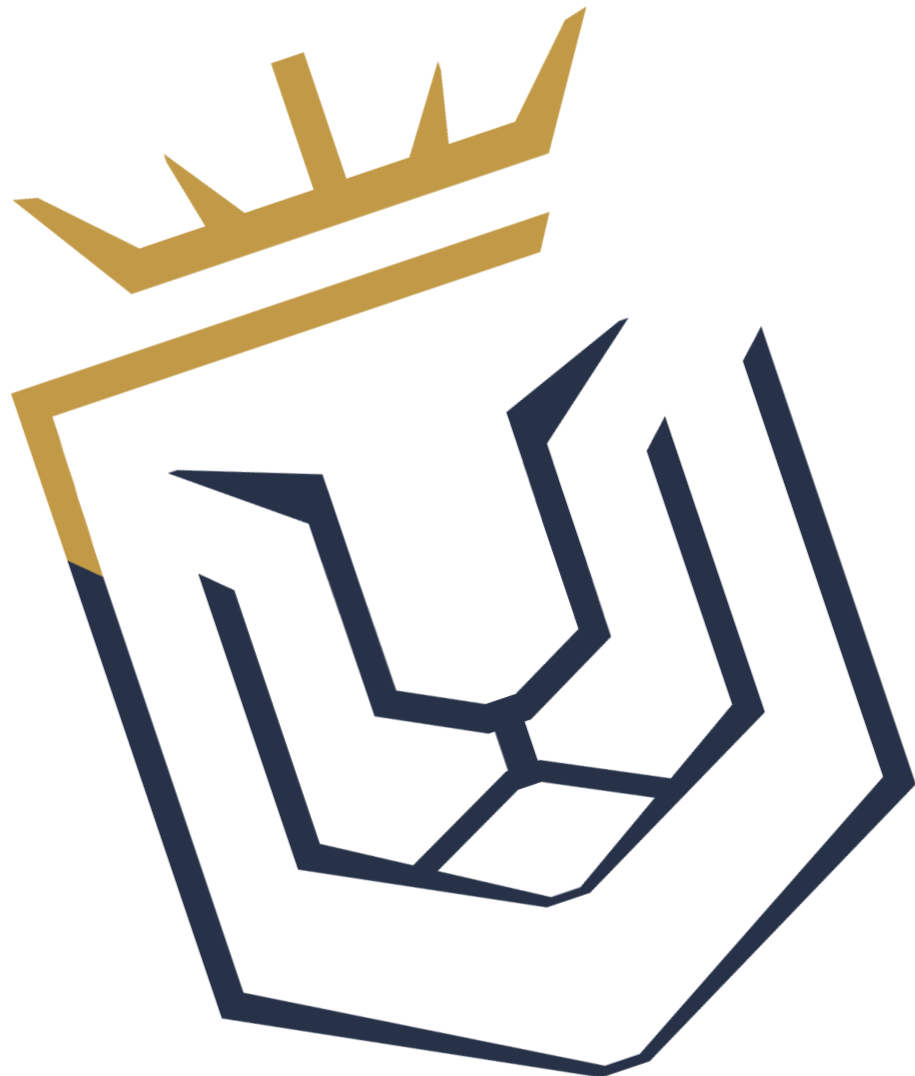


Nobel Algarve
BRITISH INTERNATIONAL SCHOOL
LAGOA

Communication Policy



Date: 2025





1. INTRODUCTION

Nobel Algarve British International School (NABIS) is committed to fostering clear, effective, and respectful communication between all members of the school community, including students, parents, staff, and external stakeholders. This policy outlines the principles and procedures for communication to ensure transparency, consistency, and responsiveness in all interactions.

2. OBJECTIVES

- To ensure effective and timely communication between all stakeholders.
- To promote a culture of open, respectful, and professional communication.
- To provide clear guidelines on the appropriate channels and methods of communication.
- To strengthen the school's relationships with parents, students, and the broader community.
- To ensure compliance with data protection and confidentiality policies.

3. COMMUNICATION CHANNELS

3.1. Internal Communication

For Staff:

- Staff meetings (weekly and termly as required)
- Email communication via official school addresses
- School digital platforms (e.g. Microsoft Teams)
- Notice boards and internal memos
- Departmental/pastoral meetings

For Students:

- Assemblies and tutor group sessions
- School website and learning platforms
- Emails via school accounts (for older students)
- Direct communication with teachers during school hours
- Pastoral support and guidance meetings





3.2. External Communication

For Parents/Guardians:

- Regular newsletters via email and the school website
- Parent-teacher meetings (scheduled termly and by request)
- School reports and progress updates
- Urgent communication via phone calls
- School social media channels for updates and announcements
- Direct contact with teachers via email (with a response time of up to 24 hours)
- Meetings with school leadership (by appointment)

For the Wider Community:

- School website for public announcements and updates
- Press releases and media engagement
- Participation in community events and partnerships
- Open days and school tours

4. COMMUNICATION GUIDELINES

- All communication should be professional, respectful, and aligned with the school's values.
- Staff should use their official school email accounts for any work-related communication.
- Parents and guardians are encouraged to follow the established channels for inquiries and concerns.
- Confidential and sensitive matters should be discussed in person or through secure communication channels.
- Urgent matters should be addressed through direct phone contact rather than email.

5. RESPONSE TIME AND EXPECTATIONS

- Emails and messages should be acknowledged within 24 hours during the school week.
- Urgent concerns should be directed to the school reception for immediate attention.





- Meeting requests should be arranged with at least 48 hours' notice, where possible.
- School leadership will strive to provide updates on major school policies or events in a timely manner.

6. SOCIAL MEDIA USE

- The school maintains official social media accounts for communication and promotion.
- Staff, students, and parents should not engage in discussions regarding school matters on personal social media accounts.
- Concerns should be raised through official channels rather than social media platforms.
- The use of social media by students must adhere to the school's acceptable use policy.

7. CONFIDENTIALITY AND DATA PROTECTION

- All communication must adhere to GDPR and school data protection policies.
- Personal data should only be shared on a need-to-know basis and through secure channels.
- Parents and staff must not share personal contact details of other community members without consent.

8. CONFLICT RESOLUTION

- Concerns should be raised at the appropriate level, starting with the teacher or relevant staff member.
- If unresolved, concerns should be escalated to the Head of Section or Senior Leadership Team.
- Formal complaints should be submitted in writing to the Headteacher following the school's complaints procedure.

9. REVIEW AND MONITORING

This policy will be reviewed annually by the school leadership team to ensure effectiveness and compliance with best practices.

By implementing this communication policy, Nobel Algarve British International School aims to create a positive and productive environment that supports the educational experience of all students and fosters strong relationships with the school community.

