

### 3.3. COMMUNICATION POLICY

Scholars Academy prides itself in welcoming parent participation and involvement. The Executive Director, teachers and staff will communicate often to keep parents informed of school events and procedures. Because our primary concern is of the well-being and education of our students, the Scholars Academy staff is committed to open and honest communication with the school community. Part of our school culture dictates that, in the event of a concern or a problem, a parent should first contact the relevant teacher or staff member before involving the Executive Director. This is because the relevant teacher or staff member is the closest to the question or concern and is most able to resolve it quickly and effectively. To ensure the success of our students, we recommend that the following steps be followed when a question or concern arises:

1. Parents (or, if appropriate, the student) should go to the teacher or other staff member with their questions, concerns, or comments.
2. The teacher or other staff member will follow up with the parent (or student, as applicable) on the resolution of questions, concerns, or comments.
3. If questions or concerns continue, the parent may choose to contact the Executive Director. The Executive Director, or his/her designee, will then offer to set up a meeting with the concerned parties.
4. The teacher or other staff member, parent, and Executive Director, or his/her designee, will follow up on resolution of questions or concerns.

Scholars Academy will use many forms of communication, to include:

**Email:** Parents must provide teachers, relevant staff member and the school office up-to-date email addresses as many announcements regarding the school are distributed by electronic mail. In the event that a parent chooses to contact a teacher or other staff member (including the Executive Director) by email, parents are advised that teachers and other staff members have two school days to respond to parent emails.

**Telephone:** Parents must provide the school office up-to-date phone numbers in the case of necessary telephone announcements. In the event that a parent chooses to contact a teacher or other staff member (including the Executive Director) by calling the school office, parents are advised that teachers and other staff members have two school days to respond to parent phone calls.

**Newsletters:** Electronic copies (emailed and posted on the website) are published periodically for the school and by individual teachers.

**Website:** Scholars Academy administration and staff will use their reasonable efforts to keep the school website current with information regarding school forms, school calendars and other school events.

**Flyers:** At the discretion of the Executive Director or the relevant staff member, hard copies of important communications may be sent home from time to time.

**Personal Conferences:** To the extent a parent would like a conference with a teacher, such visit should be made by appointment with the teacher at a convenient time. Parents are asked not to meet with a teacher before or after class unless a conference has been scheduled. Teachers have been directed not have impromptu conferences with parents at the classroom door before or after school. This distracts the teacher from supervision of the students during a crucial time of movement and compromises the confidentiality of your child's issues.

Approved: January 26, 2016