

JIFIS INTERNATIONAL SCHOOL
PROCEDURE FOR COMMUNICATING AND RECEIVING OF FEEDBACK

This document contains the acceptable ways of passing on information and receiving feedback from stakeholders such as students, teachers, parents.

We believe that we exist to provide an unmatched solution and comfort to stake holders; thus, we see the need to create a flexible avenue to receive feedback from our stakeholders in order to deepen their confidence in us.

Our feedback procedure shall take the form of the following:

- **Online Communication**

The school communicates with the general public and the parents through the School's website, Facebook, YouTube channels and through Google Classrooms. Emails are also sent to parents and students.

- **Open Days**

This is a one-on-one communication and feedback session between the teacher and parent. The essence of this meeting is to introduce the teacher to the parent and vice versa as well as to share expectations of the all parties i.e. student, parent, teacher and finally to discuss the best way to adopt to reach a set target together. These are days when parents are invited to school to check in with teacher on student performance and to measure performance with set target. Parents, after interacting with the teachers, have the opportunity to document their remarks for the school to have access to.

- **Parent-Teacher Conferences (PTCs)**

The school meets with parents in Parent-Teacher Conferences (physical or virtual) to discuss issues pertaining to the welfare of students and staff members. Education on various subjects are also provided during such conferences.

- **Questionnaires / Google Forms**

This is usually a combination of open-ended and close ended questions that the school provides for parents and students to complete at periodic times. The essence is to receive feedback from parents on the general performance of staff members and the school.

- **Newsletters**

The school communicates to parents termly through newsletters sent out electronically.

- **WhatsApp Platforms**

The school communicates students' bills to parents via WhatsApp. Fees reminders, schemes of learning, injury forms and reflection forms are also sent on WhatsApp to parents. Parents have the opportunity to give feedback to the school through their individual WhatsApp channels. WhatsApp Communities are also used to pass on information to parents.

- **Telephone Calls**

Phone calls are put through to parents from the school's office line to check on absent and ill students.

Parents also have the opportunity to reach out to the school by a telephone (call through the office number) to discuss any matter of concern. School contacts are displayed on the school brochure, letterhead, report sheets and on the School's website.

- **Communication from Staff members to Parents**

Staff members are to communicate with parents through the office. Information passed on by staff members to parents is to be approved by the school administration. Staff members are not to post students' pictures and scenes from the school environment on the social media platforms.

This document is subject to review and regular updates.