# Greenfingers Global School

## School- Parent- Staff Partnership Policy and SOPs

**1. Purpose**

To maintain positive, respectful and professional relationships among the school, teachers, non-teaching staff and parents, fostering a supportive environment for the overall development of students.

**2. Guidelines**

A. Teachers

- Maintain respectful communication and professional conduct.
- Encourage teamwork, cooperation and mutual respect.
- Address staff concerns fairly and promptly.
- Maintain confidentiality of school and student-related information.

B. Non-Teaching Staff

- Treat all staff members with dignity and respect.
- Ensure clear communication of duties and responsibilities.
- Promote cooperation, discipline and a positive working environment.
- Address grievances through the appropriate school authority.

C. Parents

- Maintain polite, transparent and timely communication.
- Encourage parents to attend meetings and participate in school activities.
- Address concerns through the designated communication channels.
- Handle complaints respectfully, confidentially and with appropriate follow-up.

**3. Conflict Resolution**

Misunderstandings and grievances shall be addressed through discussion, mutual understanding and, where necessary, intervention by the Coordinator or Principal.

**4. Responsibility**

The Principal, Coordinators and concerned staff shall ensure implementation of this policy and promote a culture of trust, fairness and mutual respect.

**Standard Operating Procedure (SOP)**

**Title:** Stakeholder Engagement and Communication
**Related Policy:** Stakeholder Engagement and Communication Policy

**1. Objective**

To ensure respectful, transparent and timely communication among the school, teachers, non-teaching staff and parents, and to resolve concerns in a fair and systematic manner.

**2. Procedure**

**A. Communication with Teachers and Non-Teaching Staff**

1. All staff members shall communicate respectfully and professionally.
2. Instructions regarding duties, responsibilities and school activities shall be communicated clearly by the concerned authority.
3. Staff concerns shall first be discussed with the Coordinator or reporting authority.
4. Unresolved concerns shall be referred to the Principal for appropriate action.
5. Confidential staff matters shall be handled discreetly.

**B. Communication with Parents**

1. Parents shall communicate through approved school channels, such as the school diary, official email, designated communication platform or scheduled meetings.
2. Parents seeking a meeting with a teacher or the Principal shall follow the prescribed appointment procedure.
3. Teachers shall discuss student progress and concerns objectively and respectfully.
4. Concerns raised by parents shall be acknowledged, recorded where appropriate and referred to the concerned Coordinator or Principal.
5. The school shall provide a response within a reasonable time, depending on the nature of the concern.

**C. Handling Complaints and Grievances**

1. The complaint shall be received respectfully and its details recorded, where appropriate.

2. The concerned Coordinator shall examine the matter and discuss it with the relevant persons.
3. If the matter remains unresolved, it shall be referred to the Principal.
4. Serious matters involving child safety, harassment, discrimination or legal compliance shall be escalated immediately to the appropriate authority or committee.
5. Action taken and closure of the complaint shall be documented, maintaining confidentiality.

**D. Professional Conduct**

- No stakeholder shall use abusive, threatening or disrespectful language.
- Personal information and confidential school matters shall not be shared without proper authorisation.
- Differences of opinion shall be addressed through respectful discussion and established school procedures.
- Retaliation against anyone who raises a genuine concern in good faith shall not be permitted.

**3. Responsibility**

The Principal shall oversee implementation. Coordinators, teachers and the concerned administrative staff shall follow the procedure and maintain relevant records.

**4. Records to Be Maintained**

- Parent meeting and communication records, where applicable
- Staff grievance records
- Complaint and action-taken register
- Meeting minutes and follow-up records, where applicable