

Dear Parents,

This "**Communication Process Flowchart**" is designed to keep the flow of communication at various junctions of the school easy and amiable. This sequence is in place to assist parents on where to begin their communication regarding their problem or concern. Most parent questions are effortlessly responded when communicated straight with the staff member who is directly responsible to handle the situation. As you move further along the flowchart, the staff is less directly involved and usually requires additional time to explore or understand the situation before they can give you an answer. If you do not hear back from the person you have contacted within **48 hours or two working days**, it is right to reach out to them again before moving along to the next tier of the flowchart.

We do not expect your questions or concerns to go unanswered for a long period of time. Each situation should first be addressed at whatever tier the initial action was taken with appeals moving on to the next tier on the "Communication Process Flowchart."

The most preferred way to communicate is via e-mail while a phone call is the next preferable way.

Area Of Concern	First Tier	Second Tier	Third Tier	Fourth Tier
Child Safety/Online classes	Head of School			
Instruction/Curriculum	Support Desk IB/ Support Desk CBSE	Class Teacher/Subject Teacher	Academic Coordinator	Head Of School
Co-Curricular	Support Desk IB/ Support Desk CBSE	Co-Curricular Head	Academic Coordinator	Head Of School
Special Education	Support Desk IB/ Support Desk CBSE	Class Teacher	Academic Coordinator	Head Of School
Fees	Support Desk IB/ Support Desk CBSE	Fees Department	Head of Administration	Head Of School
Unifrom/Materials/ School Supplies	Support Desk IB/ Support Desk CBSE	Head of Administration	Head Of School	-
Transport	Support Desk IB/ Support Desk CBSE	Transport Manager	Head of Administration	Head Of School
Transfer Certificate	Support Desk IB/ Support Desk CBSE	Head of Admissions	Head of Administration	Head Of School
Academic Documents	Support Desk IB/ Support Desk CBSE	Academic Coordinator	Head Of Admissions	Head Of School
Cafeteria	Support Desk IB/ Support Desk CBSE	Head Of Admissions	Head Of Administration	Head Of School
Admission	Admission Executive	Head Of Admissions	Head Of School	-
Matters To Be Addressed/ Confidential Issues (About Staff, other students etc.)	Head Of School			

Guidelines for Parent Communications to Teachers and Staff

The purpose of this section is to serve as a general guide for ensuring effective communication from parents to teachers, staff and administrators. Communication refers to both the sending and receiving of information, such as email and notes, and verbal communications such as telephone conversations and face-to-face meetings. In order to ensure a successful exchange of information, it is important that all parties follow a few key principles.

Maintain Respectful and Open Communication

- ✓ Always use a respectful and polite tone.
- ✓ Be ready not just to provide information, but also to listen to teacher/staff observations and perspectives.
- ✓ Enter the exchange with an open mind and assume a shared best interest for your child.
- ✓ Be prepared to work collaboratively to solve problems.
- ✓ Confidentiality
- ✓ Recognize that confidentiality may limit information that can be shared from school to parents, including consequences for other students' behaviors.

Time to Respond to Communications

- ✓ Teachers will make every effort to respond as soon as possible to parent communications, with the understanding that the teaching day sometimes precludes immediate responses.
- ✓ Teachers and staff may need some time to collect needed information before responding.

Whom to Contact

- ✓ Most communications of classroom concerns should be directed at first to your child's teacher.
- ✓ If you have discussed an issue with the first tier personnel and the issue has not been addressed to your satisfaction, then move to the next tier.
- ✓ Please recognize that it is both the policy and the value of our school that we operate with openness, collaboration and the shared best interest for every student.

SCHOOL INFO - COMMUNICATION GUIDELINES AND PROCEDURES

As part of an ongoing effort to nurture effective communications between parents and staff at Manchester, we have developed the following communication guidelines. The goal is to establish a set of reasonable expectations and behaviors for parents and staff. These guidelines will be reviewed on a periodic basis and adjusted as required.

UPDATE YOUR CONTACT INFORMATION

It is important that the school has current phone numbers and addresses on file in our school data system. If you move or change your phone number, it is imperative that you notify the school and update your emergency contact information. Please call the support desk or the school's office to update a form. Alternatively, you may update the details through your ward's class teacher.

CONTACTING TEACHERS OR STAFF

Best mode: email/phone

Parents wanting to meet with or contact a teacher should email the teacher. If email is not possible, parents can either call the school office or visit the main office to request a meeting. Phone messages are checked every day. **Please allow for two (2) working days for a response.** If no response is received from a teacher during that time, send a second email or phone call to that teacher before moving to the next tier on the flowchart.

CONTACTING SCHOOL ADMINISTRATION

Best mode: email/phone:

Parents requesting a meeting with or wanting to contact the **Head of School, Head of Administration, Head of Admissions, Principal-(CBSE) & Vice Principal CBSE should use email for an appointment**, request a meeting. Parents that have not followed the “Communication Process Flowchart” will be directed to the appropriate tier based on the circumstances. Phone messages are checked regularly. Please allow for two (2) working days for a response. If no response is received from an administrator during that time, send a second email or phone call before moving to the next tier on the flowchart.

Please note the email addresses for communication:

Head of School- Mr Rajesh Vasudevan - hos@manchesters.in	
Support Desk CBSE	supportdeskcbse@manchesters.in
Fees	fees@manchesters.in
Head of Administration	am@manchesters.in
Head of Admissions	geetha.gopinathan@manchesters.in
Transport	campusmanager@manchesters.in
Principal	cbsemis@manchesters.in
Vice-Principal	cbsevp@manchesters.in