Standard Operating Procedure (SOP) Parental/Guardian Notification and Communication Steps

This SOP details the **parental/guardian notification and communication steps**, including timely notification protocols, approved communication channels, information accuracy verification, confidentiality considerations, follow-up procedures, and documentation requirements. It is designed to ensure clear, consistent, and respectful communication with parents or guardians regarding student incidents, progress, and important updates.

1. Purpose

To establish clear protocols for notifying and communicating with parents or guardians, ensuring all communications are accurate, timely, confidential, and appropriately documented.

2. Scope

This SOP applies to all staff responsible for communicating student-related information to parents or guardians.

3. Timely Notification Protocols

1. Initiate notification as soon as possible following an incident or update, ideally within **24 hours**.
2. Prioritize urgent issues (e.g., safety incidents) for immediate communication.
3. Record the time and method of notification for documentation.

4. Approved Communication Channels

- Official school email accounts
- School telephone lines
- School-approved messaging platforms/portals
- Written letters (where digital means are unavailable)
- In-person meetings (where appropriate and documented)

Note: Personal social media accounts or personal phone numbers are <u>not permitted</u> for official communication.

5. Information Accuracy Verification

1. Cross-check the information to be communicated with all relevant records before notification.
2. Seek clarification from relevant staff or departments if any detail is unclear or incomplete.
3. Ensure all communications are factual, objective, and free from speculation.

6. Confidentiality Considerations

- Disclose only information relevant to the parent/guardian's child.
- Do not share information about other students or staff members.
- Comply with all applicable privacy laws and institutional policies (e.g., FERPA, GDPR).
- Secure all written and digital communications to prevent unauthorized access.

7. Follow-Up Procedures

1. Provide a clear point of contact (name, title, and contact info) for parent/guardian queries.
2. Schedule follow-up communication as needed (e.g., progress updates, resolution meetings).
3. Document all follow-up activities in the student's record.

8. Documentation Requirements

- Record the date, time, method, content, and outcome of every communication in the student's official record.

- Retain copies of written communications and meeting notes in accordance with school policy.
- Ensure that all documentation is stored securely and only accessible to authorized personnel.

9. Review & Update

1. Review this SOP annually or as needed to ensure continued relevance and effectiveness.
2. Communicate any changes to all affected staff members promptly.