

Standard Operating Procedure (SOP)

Communication Protocols between Students, Teachers, and Parents

Purpose

This SOP defines **communication protocols between students, teachers, and parents**, ensuring clear, consistent, and effective exchange of information. The objective is to foster strong collaboration and support student success through transparent and efficient communication channels.

Scope

This SOP applies to all communication between students, teachers, and parents within the school community.

Guidelines

- 1. **Modes of Communication**
 - **Email:** For formal and documented exchanges (announcements, meeting invitations, progress updates).
 - **School Portal/Messaging Apps:** For day-to-day announcements and updates via school-approved platforms.
 - **Phone Calls:** For urgent matters or sensitive issues that require immediate attention.
 - **In-person Meetings:** For parent-teacher conferences, resolving concerns, and detailed discussions (by appointment).
- 2. **Frequency of Updates**
 - **Teachers:** Provide regular updates (weekly or bi-weekly) regarding academic progress, attendance, and behavioral issues.
 - **Parents:** Respond within 2 business days; keep teachers informed about relevant student matters (absences, concerns).
 - **Students:** Communicate questions or concerns as needed during designated times (office hours, direct messages on school platforms).
- 3. **Professional Tone**
 - All communication should be respectful, constructive, and free of inappropriate language.
 - Address individuals by their appropriate titles (e.g., Mr., Ms., Dr.).
- 4. **Addressing Concerns Promptly**
 - Concerns should be acknowledged within 1 business day; a resolution or follow-up should occur within 3-5 business days.
 - Escalate unresolved issues to the school administration as per policy.
- 5. **Confidentiality**
 - All parties must respect the privacy of student information. Do not share sensitive information outside authorized channels.
- 6. **Authorized Platforms**
 - Communicate only through school-approved platforms (school email, official SMS channels, learning management systems).
 - Avoid use of personal social media or unapproved messaging apps for school matters.

Roles & Responsibilities

Role	Responsibilities
Teacher	<ul style="list-style-type: none">• Initiate regular communication with parents and students.• Respond to inquiries within specified timeframes.• Maintain confidentiality and professionalism.• Update information via school-approved platforms.
Parent/Guardian	<ul style="list-style-type: none">• Read updates and respond promptly.• Communicate concerns or relevant information about students.• Use approved channels for all communications.

Student	<ul style="list-style-type: none">• Communicate responsibly and respectfully.• Seek clarification or help as needed.• Report concerns through proper channels.
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Review & Monitoring

- School administration will review communication practices annually.
- Feedback from teachers, students, and parents will be collected and used to refine protocols.

Document Control

- **Version:** 1.0
- **Effective Date:** [Insert Date]
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