

COMMUNICATION AND SUPPORT

Appointments and Contacts

The school operates an open door policy, so you can always enquire at the reception if the Principal is available to meet. However, please be advised that if you wish to ensure an appointment it is always wise to phone the school or e mail info@sisgroup.edu.my for further details. Teachers, by the nature of their timetabled work, should always be emailed personally before dropping in, just in case they are teaching. Your child's Form Teacher should always be your first port of call, unless it is a serious issue, in which case, contact the Principal directly. If you have a complaint, please follow the procedure as outlined within the handbook.

Many teachers, including the Principal, will endeavour to be present at the beginning and end of school, mingling with parents and supervising children. You are always welcome to go talk with them when they are not too busy with children! The staff are here to help and are friendly, courteous members of our community. Please do not hesitate to establish friendly relations with our professional team, the home-school relationship is a vital part of our ethos.

Please remember that if you do e mail staff personally outside school office hours, although we shall do our best to answer them as soon as possible, it may take one or two working days to receive a reply. It is also advisable not to contact staff members through their mobile numbers, but to contact them through the school.

Contacting Your Child at School

Please remember to adhere to the school policy on mobile phones as outlined within your child's planner. Essentially, mobile phones and other such items are unauthorised, meaning that the school takes no liability for them and expects them to be switched off and secured at all times. They are not to be used during school time by students at all. If you wish to contact them by their phone, appreciate that they are turned off and that the student can only collect these messages once the school day has ended. If you have an emergency situation, or have an urgent message, please contact the school reception who shall either collect your child to talk to you, or pass the message on.

Publications and Other Information

Communications from the school will take a variety of forms, most of which will be via e-mail and sometimes via text. Text messages will include notices of an immediate nature such as, for example, if a sporting fixture is cancelled. It is therefore very important that the school has the correct contact details so if these change please let us know. If you are not receiving mailings please check your spam and mark SIS as a safe sender. You will also receive periodic hard copy items such as the Parents' Calendar for a term, letters from The Principal, newsletters and the school magazine. Our website shall become an important source of information in the future.

Reports and Parent Consultations

All students at the school receive four reports per year. These include one progress report in October, one end of term report in December, a mid year progress report at the end of term two and a single end of year report in June/July. The progress reports are of one page outlining your child's general efforts and progress at the school, while the summative end of term/year reports are much more detailed; including extensive comments and grading in both attainment and effort for each subject studied. The ends of term/year reports are also combined with an associated parents' evening where you can meet with all your child's teachers.

Please also remember that you can meet with your child's teachers throughout the year in you so wish as the school operates an open door policy. Please refer to the appointments and contacts section above.

Parent Portal

As the school grows and develops it shall improve its use of learning platforms to better facilitate the communication between home and school. Soon after your child's arrival, you shall be given instructions on how to use a free, safe web based learning platform (Edmodo) that will enable your child, and you, to access information regarding to your child's homework tasks, their deadlines, lesson resources, plans and provide them with a means to communicate with teachers outside of the classroom. It is expected that all students will use this facility according to its associated policy and become active participants. The school shall, in the future, explore other alternatives in the market if they provide a better service.

Student Planner

This is a key document that is vital to your child's life at the school. It is both a source of information and a means to communication and therefore each child needs to look after it carefully. All tasks are to be written in the planner and parents are expected to sign it each week and use it as a key method of communicating with teachers. In turn, your child's Form Tutor shall check and complete a short comment on a weekly basis, where possible. The student planner is available in the school store for purchase.

Data and Information

The school applies the following general principles to the use and storage of confidential information in its possession:

- Confidential information is kept in a locked cabinet.
- Pupils do not have access to confidential information.
- Confidential information on computers is password protected; either through a user password or through file specific passwords.
- Staff are contractually obliged not to disclose confidential information held at the School to outside parties.

Information may be shared with the Board of Governors, the School Leadership Team or staff where doing so is important for the effective running of the School.

If your data changes at any point from that provided during the admissions process, you must inform the school. The school cannot be held liable for inaccurate data in this instance. The school shall send you data update forms on an annual basis.

School Website

The school website can be found at www.straitsgroup.edu.my . As a growing school, this shall develop over the years to become a gateway for learning, information and a reflection of best practice at the school, including events, daily life, celebrations and school trips.

Getting Involved

It is our wish that we have the whole school community working together to help make this the best school it can be. To that end, the school will look to create a Parents' Association once the school has settled and reached a stage where it is appropriate. In the meantime the school shall seek opportunities to invite parents in, on an informal basis, to discuss particular issues or become involved in certain events. Of course, parents are willing to contribute at all times and raise ideas by contacting the Principal.

Ultimately, The SIS Parents' Association will be created to foster a feeling of 'community' amongst the parents through its social events whilst at the same time raising funds for the benefit of the school's service initiatives. All parents of SIS children are automatically members of the Parents' Association. Apart from holding functions which enable parents to socialise with each other, either of their own or in support of school events (e.g. the food stalls on Sports Day), the Association raises funds to help provide extra opportunities within the local or broader community, over and above that which the school would be expected to provide from fees. In short, it can enhance your child's education.

COMPLAINTS PROCEDURE

Complaints made directly to the Principal will usually be referred to the relevant Form Tutor unless the Principal deems it appropriate for him to deal with the matter personally.

The Form Tutor will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within a few days or in the event that the Form Tutor and the parent fail to reach a satisfactory resolution on an informal basis then parents will be advised to put their complaint in writing to the Principal. After considering the complaint the Principal will decide on the appropriate course of action. Please note that we will not rush into a decision. We hope you will appreciate that our response will be “considered”.

In most cases the Principal will meet the parents concerned to discuss the matter. If possible, a resolution will be reached at this stage. It may be necessary for the Principal to carry out further investigations. The Principal will keep written records of all meetings and interviews held in relation to the complain.

Once the Principal is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Principal will also give reasons for his decision.

Confidentiality

All correspondence, statements and records relating to individual complaints are kept confidential except where a body conducting an inspection requests access to them.

It is hoped that parents and the public will always feel able to complain in person. However, if an anonymous complaint is received it will be recorded in the Complaints Log. The Principal will decide what, if any, action should be taken as the result of such a complaint.

General Policies and Conclusion

As a new school, Straits International School shall be continuously creating, updating and improving its school policies. This is normal. In this event, where a policy directly involves the parents we shall seek to consult where appropriate and inform parents of a change in policy.