

Al Ittihad Private School Jumeirah



Communication Policy AY 2024-2025

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Vision Statement

“A generation of heritage guardians and global thinkers”

Mission Statement

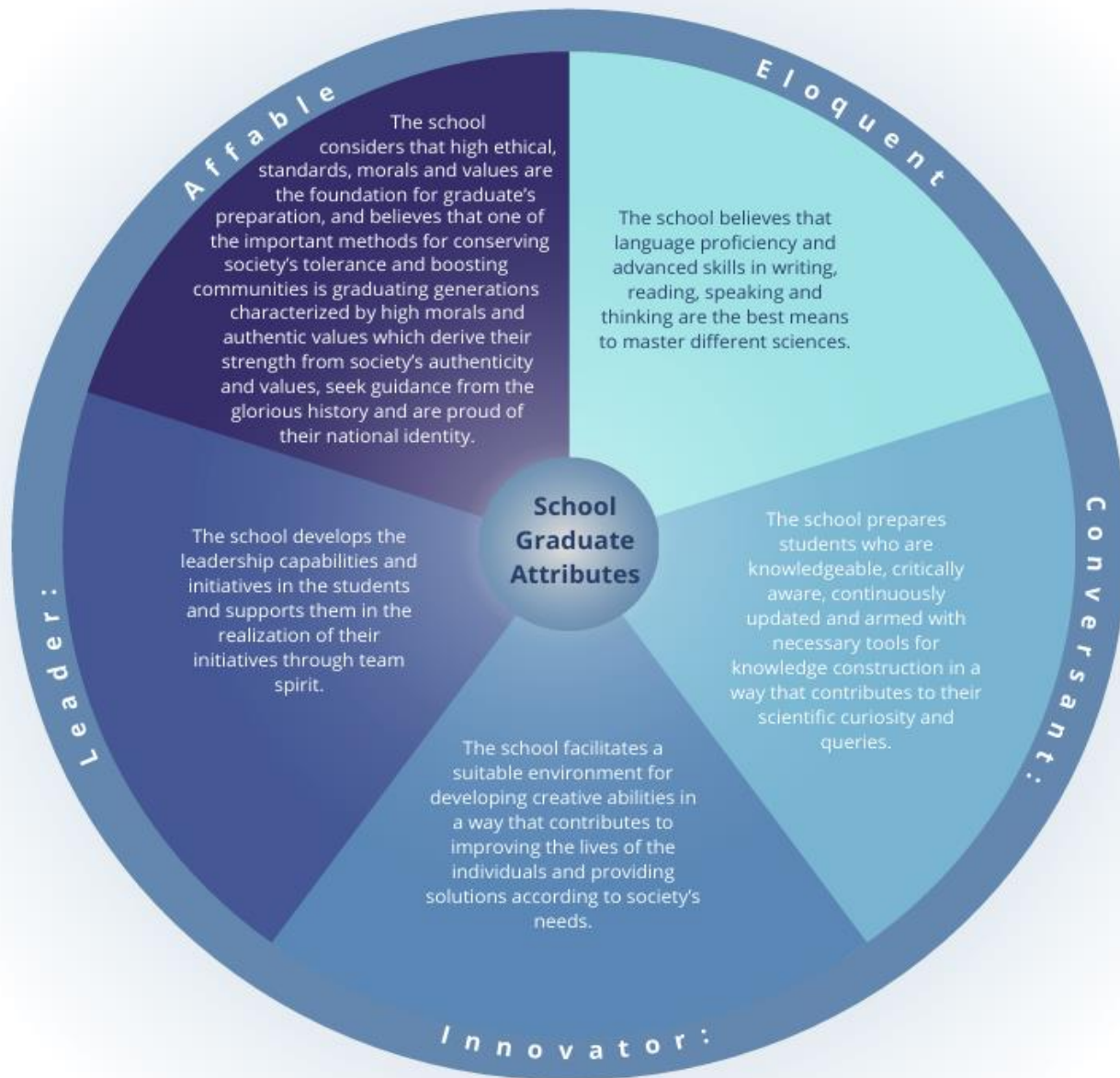
IPS-Jumeirah provides a nurturing learning environment which motivates students to develop and exercise essential leadership skills for the 21 century. Our programs promote lifelong learners who display self-discipline, the ability to work effectively and respectfully with diverse teams, display tolerance and acceptance of others, while encouraging them to become global citizens who stay true to their heritage.

Core Values

- Tolerance
- Compassion
- Resilience
- Innovation
- Honesty
- Respect
- Collaboration

Al Ittihad Private School–Jumeirah is one of the five Al Ittihad Private School branches and opened its doors in 1998. IPS-J is serving a community of over 2,500 students and has become one of the premier schools in Dubai offering an American Curriculum. The school follows a standards-based US curricular program (California and MOE standards) from Pre-K to Grade 12 designed to prepare students for post-secondary education. IPS-J is an inclusive school offering a learning support program, which enables the admissions of a managed number of students requiring learning support at each grade level.

I. School Graduate Attributes



II. Policy Purpose

At IPS-J, we wish to promote positive and constructive communication channels with parents to ensure they are aware and engaged in the academic and social progress and growth of their child / children. Therefore, constructive, transparent, productive, and positive feedback will benefit every member of the school community.

Communication processes build bridges. Whether these are achieved through emails, phone calls, or face-to-face meetings, the feedback shared creates a very important platform and builds rapport between teachers, parents, and the students.

Though we aim to work in a fair and transparent manner at Al Ittihad Private School-Jumeirah, we accept that from time to time, concerns and complaints may arise. The IPS-J management and Staff believe that the concerns of parents should be addressed in a professional and timely manner. As per our open-door policy parents are welcome to reach us at any time during school hours.

Embedding a positive communication approach whenever we can, wherever is possible will positively impact teaching and learning. The beneficiaries of such an outlook and process would be the entire school community!



III. Teacher - Parent Communication

3.1 Parent benefits

Positive parent-school communications benefit parents. The way schools communicate and interact with parents affects the extent and quality of parents' home involvement with their children's learning. Research indicates that schools that communicate bad news about student performance more often than recognizing students' excellence will discourage parent involvement by making parents feel they cannot effectively help their children.

When communicating with parents, we must therefore consider our remarks influence how parents participate. For example, are we communicating about:

- Classroom learning activities
- The child's accomplishments
- The help parents can extend at home to improve their child's learning

Communication must be on simple terms, with proposed solutions. The tone set should be professional, positive and transparent.

3.2 Student benefits

Substantial evidence exists showing that parent involvement benefits students, including raising their academic achievement. There are other advantages for children when parents become involved — namely, increased motivation for learning, improved behavior, more regular attendance, and a more positive attitude about homework and school in general.

3.3 Teacher benefits

Research shows that parental involvement can free teachers to focus more on the task of teaching children. Also, by having more contact with parents, teachers learn more about students' needs and home environment, which is information they can apply toward better meeting those needs. Parents who are involved tend to have a more positive view of teachers, which results in improved teacher morale.

IV. Parent - School Communication

Below are the stages parents/guardians should take in case they have a concern or complaint to be addressed.



4.1 Stage One: Contact the Teacher

- Parents can directly communicate with the teacher via Schoology messages and /or via email.
- The teacher shall reply to the parents within 24 hours during school days, and when possible, during holidays.
- In many cases, the matter will be resolved promptly by these means to the parents' satisfaction.
- The teacher who dealt with the complaint will make a written record of the concern and will share it with his/her line manager if needed.

4.2 Stage Two: Contact the Supervisor

- If the matter is not resolved within a reasonable time period, parents should promptly put their complaint to the Supervisor.
- Parents shall communicate any concern, matter or request with the Supervisor via phone or email.
- Supervisors will raise the complaint to the Section Principal or Lead Teacher.

4.3 Stage Three: Contact the Section Principal

- If the matter is not resolved within a reasonable time period, parents should complain to the Section Principal.
- The Section Principal will act based on the facts presented by the parent, the Supervisors' report, the teachers' report and a full investigation will be carried out.
- A face-to-Face meeting will be scheduled by the Section Principal when needed to address the matter in detail and to reach an agreement between the parents and the school.
- The Section Principal will keep written records of all meetings and communications.
- The Section Principal will communicate the outcome to the parent/guardian.

4.4 Stage Four: Contact the School Principal

- Should the matter not be resolved by the Section Principal, parents should contact the School Principal.
- The School Principal will decide after considering all the evidence presented by the Section Principal the appropriate course of action to take.
- A final meeting will be scheduled with the parent/guardian to communicate the outcome.
- **If the parent is still not satisfied with the decision, then the parent/guardian has the right thereafter to refer the matter to KHDA by contacting the Compliance and Resolution Commission on CRC@KHDA.gov.ae**

V. Further concerns or complaints of:

5.1 Executive Team or Section Principals

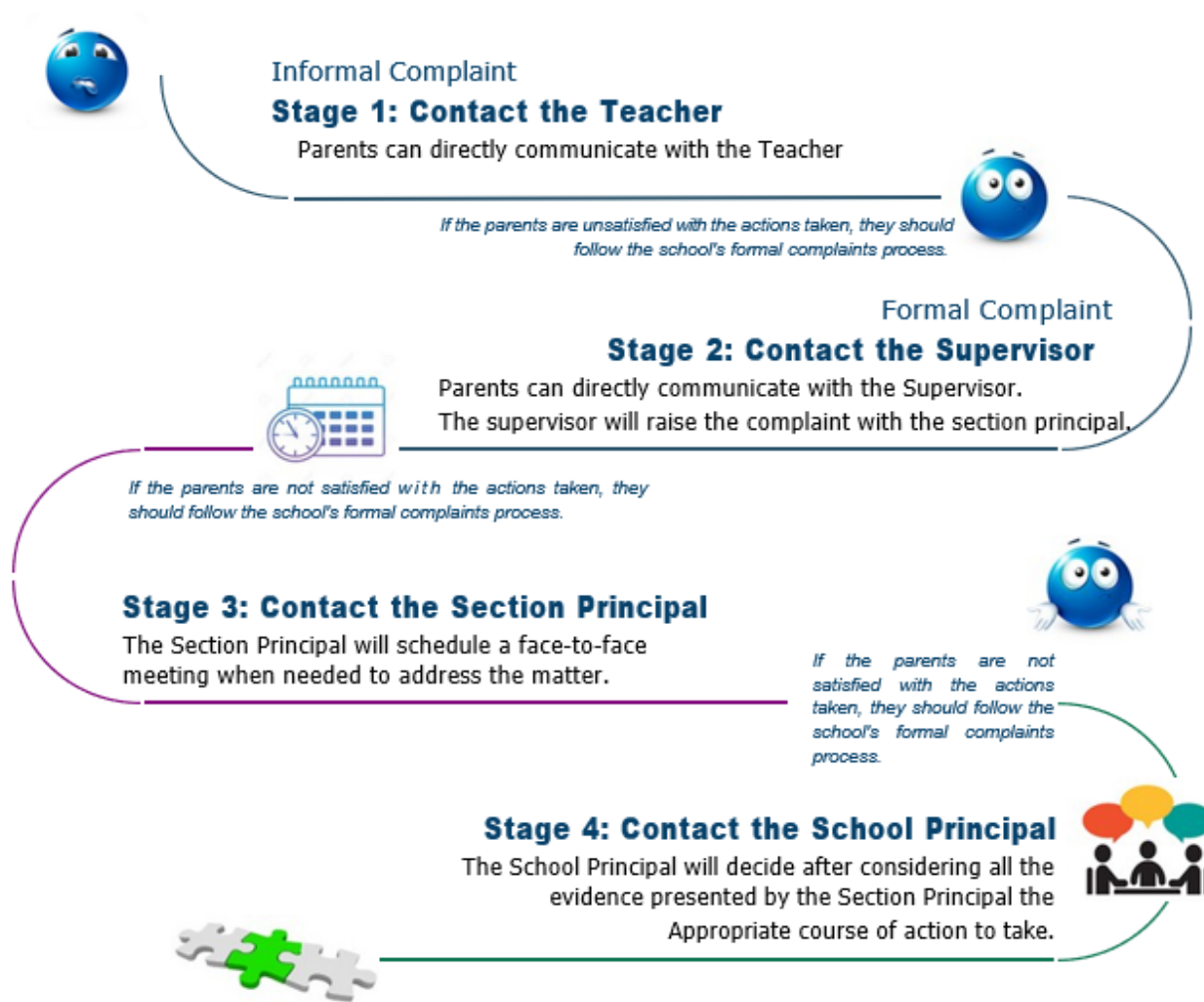
- If a complaint is against the action of a member of the Executive Team or a Section Principal, the parent/guardian should contact the School Principal.
- The School Principal will designate another member to the Executive Team to carry on the investigation.
- The School Principal will decide after considering all the evidence presented by the Executive Team member who was assigned to conduct the investigation, the appropriate course of action to take.
- A final meeting will be scheduled with the parent/guardian to communicate the outcome.

5.2 School Principal

- If a complaint is against the action of the School Principal, parents/guardian should contact the CEO.
- The CEO will decide after conducting an investigation and considering all the evidence presented the appropriate course of action to take.
- A final meeting will be scheduled with the parent/guardian to communicate the outcome.

VI. Four Stages

Parent - School Communication



If the parent is still not satisfied with the decision, then the parent/guardian has the right thereafter to refer the matter to KHDA by contacting the Compliance and Resolution Commission on CRC@khda.gov.ae

VII. Who to contact at IPSJ



Main Administration

Name	Position	Email	Phone
Mr. James Pastore	Principal	Principal@ipsjumeira.com	04-4074601
Ms. Juliana AbdelSamad	Vice Principal	Juliana@ipsjumeira.com	04-4074604
Ms. Jihan Malkhoun	Executive Assistant to Principal	alittihad98@ipsjumeira.com	04-4074602

Section Principals

Name	Position	Email	Phone
Ms. Rola Zein	Principal KG Section	rola@ipsjumeira.com	04-4074607
Mrs. Rima Abu Rashed	Principal Elementary Section	rima@ipsjumeira.com	04-4074635
Mrs. Nathalie Al Shaar	Principal Girls Section	nathalie@ipsjumeira.com	04-4074644
Mr. Khalil Abu Dhaher	Principal Boys Section	khalil@ipsjumeira.com	04-4074605

Clinics

The students' health and safety are the school's top priority. Four clinics, with a full-time doctor, a health and safety officer, and five nurses, meet the required standards of the Dubai Health Authority. Please email or call the relevant person responsible:

Name	Position	Email	Phone
Dr. Mazar	School Doctor	mazar@ipsjumeira.com	-
Ms. Jessalen	Nurse, KG Clinic	kgclinic@ipsjumeira.com	04-4074699
Ms. Kristerlyn	Nurse, Elementary Clinic	primaryclinic@ipsjumeira.com	04-4074692
Ms. Jina	Nurse, Elementary Clinic	primaryclinic@ipsjumeira.com	04-4074695
Ms. Sharol	Nurse, Secondary Girls Clinic	girlsclinic@ipsjumeira.com	04-4074693
Ms. Sruthi	Nurse, Secondary Boys Clinic	boysclinic@ipsjumeira.com	04-4074612

Accounts

Name	Position	Email	Phone
Mr. Rami Awad	Head of Accounting	rami@ipsjumeira.com	04-4074647
Mr. Mohamed Shafee	Cashier	Mohamed.shafee@ipsjumeira.com	04-4074611

Admissions

Name	Position	Email	Phone
Ms. Sally Al Doori	Registrar	sally@ipsjumeira.com	04-4074655
Ms. Iman Barakat	Receptionist	iman.barakat@ipsjumeira.com	04-3945111
Ms. Nora Samy	Government Relations Executive	nora.samy@ipsjumeira.com	04-4074651

Administrators

Our Section Administrators and Coordinators will be able to assist you with any queries that you may have relating to students.

Name	Position	Email	Phone
Ms. Amal Khbacha	KG Supervisor	amal@ipsjumeira.com	04-4074618
Ms. Abir Sultan	KG Receptionist	abir.sultan@ipsjumeira.com	04-4074614
Ms. Hiba Zaghlol	Elementary Supervisor	hiba.zaghloul@ipsjumeira.com	04-4074626
Ms. Abir Khatoun	Elementary Admin Assistant	abir.khatoun@ipsjumeira.com	04-4074611
Ms. Hanady Elnahas	Girls Middle & High School Supervisor	hanady@ipsjumeira.com	04-4074663
Ms. Hazar Nahlous	Girls Middle & High School Supervisor	hazar.n@ipsjumeira.com	04-4074646
Ms. Sara Wehbi	Girls Section Receptionist	sara.wehbi@ipsjumeira.com	04-4074668
Mr. Qusai Azzam	High School Supervisor	qusai@ipsjumeira.com	04-4074257

Buses

RTA – Dubai Taxi Corporation will offer bus services for our students.

Ms. Apeksha Lakmali is the Customer Happiness Coordinator for RTA Bus Transportation Department, who will assist with any issues relating to the school bus service:

apeksha.lakmali@dtc.gov.ae / +971 52 5456579

E-Learning Programs – Power School / Schoology

Mr. Abdelrahman Barakat is the Head of Educational Technology.

Please use this email for any issues: abdelrahman@ipsjumeira.com

Extra-Curricular Activities

Ms. Nour Al Tawalbeh, Activities Coordinator, will be able to assist you with any queries that you may have about our after-school programs:

nour.t@ipsjumeira.com

High School Career Counseling

Ms. Masa Dwekat and Ms. Dima Khalaf are our Career Counselors; they are responsible for guiding and assisting students in making academic and career plans:

Masa.Dwekat@ipsjumeira.com & dima@ipsjumeira.com

ZAKS Uniform Supplier

The ZAKS store designated for IPSJ is located at the Oasis Mall, Sheikh Zayed Road-Level 1. They are open every day from 10:00 a.m. to 10:00 p.m. info@zaksstore.com

VIII. Disclaimer

Disclaimer

This policy was developed by Al Ittihad Private School-Jumeirah. It is intended for use exclusively by school staff and students. Any external use, whether in whole or in part, requires management approval. Any exceptions to this policy must also be approved in advance by the school management.

Communication Policy

Date created: August 2021

Date reviewed: February 2025