

GLS/C/1046-25

CIRCULAR

23 May 2025

Respectful Home-School Communication and Collaboration

Dear Parents,

At GEMS Legacy, we recognize that open, respectful, and collaborative communication between parents and school staff is essential for our students' success. We are committed to creating a positive environment where all interactions contribute to the well-being and development of our young learners.

Our Commitment to Parents:

- **Staff Training:** Our educators and staff receive ongoing training on practicing compassion and tolerance, congruent and effective communication strategies, cultural competency, and conflict resolution to ensure positive interactions with students and families aligned to GEMS & UAE professional code of conduct.
- **Open Dialogue:** We encourage open and honest conversations, welcoming feedback and concerns to work collaboratively towards solutions.
- **Open Doors:** Parents are invited to observe lessons and provide constructive feedback which is fed forward for systemic school improvement.

Guidelines for Parent-School Interactions:

- **Respectful Communication:** We kindly request that all communications with school staff be conducted respectfully and courteously.
- **Scheduled Meetings:** For in-depth discussions, please schedule appointments in advance to ensure staff availability and preparedness.
- **Appropriate Channels:** Utilize designated communication platforms (e.g., school email, parent portals) for correspondence, and refrain from contacting staff via personal social media accounts and WhatsApp.
- **Time Considerations:** Understand that staff may not be able to respond to non-urgent communications outside of school hours.
- **Escalation Process:** The first point of expressing concern is always the class teacher marking copy to the supervisor. If you are not satisfied with the way the concern was addressed at this level, please escalate to head of sections (Head Of KG, Head of Primary, Head of Middle School, Head of Secondary and Head of Inclusion). If the concern still remains unaddressed (which is unlikely) please feel free to escalate the matter to the Vice Principal and/or Principal.

Zero Tolerance for Disrespectful Communication:

We maintain a zero-tolerance policy for disrespectful, threatening, or abusive communication. Such behaviour undermines our collaborative efforts and the safe environment we strive to uphold.

By working together with mutual respect and understanding, we can create a supportive and effective learning environment for our students.

Thank you for your understanding and continued partnership.

Warm regards,



Asha Alexander أشا ألكسندر

Principal مديرة المدرسة

Executive Leader - Climate Change الرئيس التنفيذي - تغير المناخ