

The Garden

Daycare Centre



Communications Policy

Parents/Guardians

Purpose of the Communication Policy

The purpose of this document is to ensure that all staff and parents associated with The Garden Daycare Centre (TGDC) are aware of the policies within this document regarding communication and dissemination of information.

Overview of the Communications Policy

- This document covers all information pertaining to the policies on communication of The Garden Daycare Centre and also:
 - Provides information on proper dissemination of information to parents and;
 - Provides information to the parents on who is the contact person for information dissemination.

Dissemination of Information

The Persons In Charge (PIC) or Administration Officer is in charge of disseminating information to parents and teachers of TGDC. All correspondence should be directed to the PIC or Administration Officer by telephone (1-441-XXX-XXXX) or email (hello@thegardenbda.com). Correspondence discussed with teachers by parents will be forwarded to the PIC or Administration Officer to correspond to parents directly.

Email Correspondence

Emails will be responded to within two (2) business days. Emails received over the weekend will be responded to by Tuesday afternoon. Responses will take place between the hours of 8am-5pm Monday to Friday. There will be no exceptions.

Official Correspondence

All official correspondence will be in or be followed up in writing especially in the event of a telephone conversation. Please ensure that all emails are completely read as TGDC holds no responsibility for missed deadlines or confusion as a result of not reading the provided information. Official communication will

only be provided by the PIC or Administration Officer; all other communications will not be official and should be reported immediately.

Contact Person - Parental Concerns

In the event that parents have a concern regarding their child they must take this matter to the PIC of TGDC. Please be sure to either request a time to speak to the Head Teacher or send an email to (hello@thegardenbda.com) with your concerns. Issues or queries taken to your child's teacher is third party information and we may not receive all the information you have provided to them. Therefore, we highly recommend you take your issues or queries to the PIC directly in order for them to be fully resolved.

Correspondence Platforms

TGDC will only use email as a platform for official correspondence. Please direct all queries regarding correspondence to TGDC's email and do not utilize WhatsApp, SnapChat, Facebook, Facebook Messenger, Text Message, or any other communications application. Official information will be emailed and posted on the notice board found outside the entrance to the school.

Confidentiality

All official correspondence is confidential to the recipient of the correspondence only. Therefore, forwarded emails, unofficial recordings of conversation or any other form of documentation not approved by the PIC or Administration Officer is prohibited. Teachers are prohibited from disseminating unofficial or confidential information however matters which have already been vetted and released can be confirmed by any staff member.

Disciplinary Action

Any person found to be in contradiction to the above policies are subject to the following disciplinary actions.

Parents and/ or Guardian

- All responses and queries will be requested in writing to TGDC's email. All other correspondence will be ignored.
- In the event that confidentiality is broken the parent will be requested to withdraw their child from TGDC.

