

COMMUNICATION POLICY

This policy ensures clear, respectful, and consistent communication between the dance school, students, and parents/guardians.

Official Communication Channels

All official communication from the dance school will be sent via:

- *Email*
- *Official social media pages (announcements only)*
- *Text message/whatsapp (for urgent updates)*
- *School website or parent portal (if applicable)*

Parents are responsible for keeping their contact details up to date on our Class Manager online portal.

Response Times

- *Messages will be responded to within **24–48 hours** during working days (Monday – Friday)*
- *Messages sent outside of business hours (weekends/bank holidays/'out of office') will be answered on the next working day or as soon as possible.*
- *Urgent matters (e.g. class cancellations) will be communicated as quickly as possible via e-mail and posted on social media stories, and when possible via whatsapp.*

Appropriate Communication

We expect all communication to be respectful and polite.

Abusive, aggressive, or inappropriate language as well as messages containing personal criticism, negative comments, or targeting of individuals, will not be tolerated and may result in restricted communication or removal from the school.

Contacting Staff

- *Teachers should not be approached during class time unless urgent.*
- *There is limited time between change of classes to speak to teachers. Please send HSD an e-mail.*

Social Media Use

- *Social media is used for updates, achievements, and general information.*
- *It is not a formal communication channel for enquiries or questions.*
- *Parents/students must not post negative or harmful comments about the school, staff, or students online.*

Emergencies & cancelled classes

In the event of emergencies (e.g. weather, illness, venue issues), notifications will be sent as soon as possible via:

- *Email*
- *Social media updates (Instagram and Facebook stories)*

Meetings and Concerns

- *Concerns should be raised via e-mail respectfully.*
- *Meetings can be arranged upon request.*
- *We aim to resolve all issues promptly and fairly.*

Policy Review

This policy may be updated at any time. The latest version will always be shared with parents and students.