



## PARENT AND STUDENT COMMUNICATION POLICY

The objective of this document is to offer transparent guidelines to families about the procedures for addressing concerns and complaints at both the school and district levels. This document also sets forth specific timeframes for the resolution of formal complaints and appeals. Relevant contact information is available in Appendix A of this document.

### KEY DEFINITIONS:

**Concern:** A matter requiring attention, brought forward to the appropriate staff member.

**Complaint:** A specific issue necessitating immediate action to ensure the safety and well-being of all involved parties.

### PART A: SEEKING INFORMATION

- For general inquiries about school life, parents or students should reach out to their Homeroom Teacher in the PYP through Toddle, or the Vice Principal in the MYP and DP via email.
- For program-specific queries, the relevant IB coordinator should be contacted via email.
- For other inquiries or communications in Chinese and/or Korean, please contact the main office by telephone for immediate assistance.

### PART B: ADDRESSING CONCERNS

- Initial concerns should be communicated to the involved teacher(s) through Toddle in the EY/PYP, or via email in the MYP/DP. Seeking additional information at this stage can facilitate the resolution process.
- In the PYP, Homeroom Teachers can generally address or guide parents and students to the appropriate contact person.
- For concerns involving multiple subject teachers in the MYP, please copy the relevant coordinator and/or Vice Principal in your email.
- Teachers are expected to respond to inquiries within 24 hours on weekdays. For complex issues requiring multiple steps or individuals, additional time may be necessary. However, an initial acknowledgment should be made by the teacher(s).
- Confidentiality should be maintained for all school matters, including student conflicts. If uncomfortable addressing the involved teacher(s), please consult the Vice Principal for further action.
- Should the issue involve the Vice Principal, please contact the Head of School.
- A timeline and/or action plan should be agreed upon within 5 business days following the first meeting. If this is unattainable, the Head of School will intervene.



### PART C: TYPES OF CONCERNS

- Academic concerns encompass curriculum, course offerings, program transitions, assessments, pedagogy, academic integrity, and appeals against school-made IB decisions.
- Student Behavioral/Disciplinary concerns include inappropriate interactions, non-compliance with school regulations, and other policy breaches.
- School Life concerns involve policies, facilities, cafeteria, ASAs, technology usage, transportation, parent committee, scheduling, and appeals against school-made IB decisions.
- Guidance concerns are related to social-emotional learning needs, university transitions, career guidance, and modification requests.
- Staff concerns involve specific staff members or groups and should be directed to the administration.

### PART D: STAFF COMPLAINT REVIEW PROCESS

- Any complaint filed against a staff member directed to the Vice Principal or Head of School will be formally acknowledged. A subsequent investigation will be initiated to ascertain the validity of the complaint and to explore possible resolutions.
- The Vice Principal and Head of School will supervise the investigation, ensuring that a comprehensive and impartial assessment is conducted. Due consideration will be given to confidentiality to protect all parties from undue emotional distress or harm. Should the complaint involve an administrator, that individual will recuse themselves to preclude any conflict of interest.

*Note: The latest review of this policy was carried out in September 2023.*



## APPENDIX A: CONTACT INFORMATION

Current Contact Details		
<b>Main Office Phone Number</b>		<b>+86-637-6776</b>
Title	Name	Email
Head of School	Peggy Gorman-Mitchell	<a href="mailto:Peggy.Mitchell@cishefei.com">Peggy.Mitchell@cishefei.com</a>
Middle-High Principal	Tilly Erguder	<a href="mailto:Tilly.Erguder@cishefei.com">Tilly.Erguder@cishefei.com</a>
PYP Principal	Gregory Macur	<a href="mailto:Gregory.Macur@cishefei.com">Gregory.Macur@cishefei.com</a>
EY Coordinator	Lorraine Vincent	<a href="mailto:Lorraine.Samuel@cishefei.com">Lorraine.Samuel@cishefei.com</a>
PYP Coordinator	Debra van Vuuren	<a href="mailto:Debra.vanVuuren@cishefei.com">Debra.vanVuuren@cishefei.com</a>
MYP Coordinator	Sean Miller	<a href="mailto:Sean.Miller@cishefei.com">Sean.Miller@cishefei.com</a>
DP Coordinator	Ryan Walsh	<a href="mailto:Ryan.Walsh@cishefei.com">Ryan.Walsh@cishefei.com</a>
IB Director	Sharon Jin	<a href="mailto:Sharon.Jin@cishefei.com">Sharon.Jin@cishefei.com</a>