



Parent Engagement and Communication

Vision & Values

Learning Together, Growing Together

At Dove Green, we are creating a world class British school that promotes a respectful, happy, caring and inclusive community. We strive to prepare all students to become lifelong learners and responsible citizens, ready to meet the challenges of the future. In partnership with families and the wider community, our goal is to create purposeful, enriched opportunities for students that inspire them to become leaders of their own learning and develop the knowledge, critical thinking skills, and character necessary to succeed in an ever-changing world. We provide stimulating learning experiences through an evolving, challenging curriculum, fully reflecting the culture of the UAE and the wider world.

DGPS Way

At Dove Green Private School, we are:

Determined learners

Global thinkers

Positive achievers

Striving for success

Policy Statement

At Dove Green Private School, we believe that successful education is built upon strong partnerships between school and home. Parents are children's first educators, and meaningful collaboration between families and the school plays a vital role in supporting student wellbeing, achievement, belonging, and personal development.

This policy outlines the school's commitment to effective communication, parental engagement, consultation, and partnership. It establishes the principles and structures through which parents can access information, engage with school life, share feedback, celebrate successes, and raise concerns.

Policy Aims

This policy aims to:

- Foster positive and respectful relationships between school and home.
- Promote transparent, timely, and effective communication.
- Encourage meaningful parental engagement in school life.
- Ensure parents have opportunities to contribute to school improvement.
- Provide clear pathways for consultation, feedback, and concerns.
- Strengthen trust and partnership within the school community.
- Support student wellbeing, achievement, attendance, and personal development.
- Meet the expectations of KHDA, British Schools Overseas (BSO), and international



best practice.

Guiding Principles

The school's approach to parent engagement is underpinned by the following principles:

Partnership - Parents and the school share responsibility for supporting children's learning, wellbeing, and development.

Respect - All communication should be professional, respectful, and solution-focused.

Transparency - Information should be accurate, accessible, and communicated in a timely manner.

Inclusion - Every family should feel welcomed, valued, and able to participate in school life.

Collaboration - The school actively seeks parent voice and values constructive feedback.

Child-Centred Decision Making - All communication and engagement should support the best interests of students.

Objectives

The school seeks to:

- Build strong relationships with families.
- Maintain high levels of parent satisfaction and trust.
- Improve student outcomes through effective home-school collaboration.
- Increase opportunities for parental participation.
- Ensure communication systems are clear and accessible.
- Create opportunities for consultation and dialogue.
- Celebrate community diversity and cultural understanding.

Communication Framework

The school is committed to providing clear and consistent communication through a range of channels.

Whole-School Communication

Parents will receive information through:

- Email
- School newsletters
- Parent Connect sessions
- School social media channels

Communications will aim to be:

- Relevant
- Timely
- Accessible
- Professional
- Consistent with the school's values

Communication Between Parents and Staff



The school encourages open communication between families and staff. Parents should contact the most appropriate member of staff in relation to their enquiry.

For academic matters

- Subject Teacher
- Class Teacher/Form Tutor

For pastoral and wellbeing matters:

- Class Teacher or Form Tutor
- Head of Year
- Assistant Principal Wellbeing and Inclusion

Operational Matters:

- Administration Team
- Senior Leadership Team

The school aims to respond to parent communication within published response times wherever possible.

Parent Engagement Opportunities

The school provides a variety of opportunities for parents to engage with school life.

These may include:

- Parent consultation meetings
- Curriculum information sessions
- Parent Connect Series
- Celebration and Community events
- Volunteering opportunities
- School productions and performances
- Surveys and feedback opportunities

The school recognises that engagement may look different for different families and seeks to provide a variety of accessible opportunities.

Parent Partnership Network

The Parent Partnership Network (PPN) serves as the school's formal structure for parent representation, consultation, and engagement.

The network aims to:

- Strengthen communication and trust.
- Gather and represent parent voice.
- Support school improvement.
- Promote community involvement.
- Create structured opportunities for consultation.

The Parent Partnership Network consists of:

- Community Representatives
- Parent Ambassador Groups
- Strategic Parent Advisory Board
- Governance Reporting Structures



Full details are outlined within the Parent Partnership Network Procedure.

Parent Voice and Consultation

The school actively seeks feedback from parents through:

- Surveys
- Parent forums
- Parent Ambassador Groups
- Strategic Advisory Board consultations
- Meetings and workshops
- Informal feedback opportunities

Parent feedback helps inform:

- School improvement planning
- Communication practices
- Community initiatives
- Wellbeing priorities
- Parent education programmes

While all feedback is valued, final decisions regarding operational, educational, staffing, and governance matters remain the responsibility of school leadership and governors.

Compliments, Concerns and Complaints

The school welcomes compliments and constructive feedback as opportunities to celebrate success and improve practice.

Where parents have concerns, the school encourages early communication so that issues can be resolved quickly and positively.

The school maintains a clear Compliments, Concerns and Complaints Procedure which outlines:

- Informal resolution processes
- Formal complaints stages
- Escalation routes
- Review processes

Parents are encouraged to follow the published procedure to ensure concerns are managed fairly, consistently, and efficiently.

Professional Conduct and Communication Expectations

Positive partnerships require mutual respect. All members of the school community are expected to:

- Communicate respectfully.
- Treat others with courtesy and professionalism.
- Follow established communication channels.
- Respect confidentiality where appropriate.
- Work collaboratively towards solutions.

The school reserves the right to take appropriate action where communication becomes



abusive, threatening, discriminatory, or unreasonable.

Inclusion and Accessibility

The school is committed to ensuring communication is accessible to all families.

Where possible, the school will:

- Use clear and understandable language.
- Provide translation support where appropriate and offer multiple methods of communication.

The school seeks to ensure that every family can participate meaningfully in school life.

Safeguarding

All communication and engagement activities must support the school's safeguarding responsibilities.

Parents, staff, and volunteers are expected to:

- Follow safeguarding procedures.
- Respect professional boundaries.
- Raise safeguarding concerns through the appropriate channels.
- Protect student privacy and confidentiality.

Safeguarding concerns should never be addressed through parent representative groups or public communication platforms.

Monitoring and Review

The effectiveness of this policy will be monitored through:

- Parent satisfaction surveys and engagement data
- Participation rates in events and consultation activities
- Compliments, concerns, and complaints analysis
- KHDA and BSO feedback and inspection outcomes

Review and Audit

The policy is reviewed at least annually and procedures are audited termly to ensure effectiveness. Governors receive a detailed annual report summarising key data and improvements.

Signed:

Print Name: Christopher Seeley

Date: June 2026

Designation: Principal

Next Review: June 2027