

Blyth Academy– Parent Communication and Concerns Policy

1. Purpose

The purpose of this policy is to maintain open, respectful, and effective communication between parents, students, and the school. Blyth Academy believes that collaboration between home and school is essential to ensure every student’s academic success, personal growth, and overall well-being. This policy outlines the expectations, communication channels, and procedures for addressing parent inquiries and concerns in a timely and professional manner.

2. Policy Statement

Blyth Academy values transparent and consistent communication between parents, teachers, and administrators. All members of the school community are expected to communicate respectfully and constructively, in alignment with the school’s values of professionalism, respect, integrity, and collaboration. The school encourages proactive communication to resolve issues efficiently at the appropriate level before escalation.

3. Communication Channels

- **Email:** The primary mode of communication between school and home. Teachers and administrators use official Blyth Academy email accounts. Parents are expected to maintain up-to-date contact information.
- **Google Classroom** (Grades 1–12): Used for sharing class assignments, homework, announcements, and feedback. Parents are encouraged to review their child’s Google Classroom regularly.
- **PowerSchool:** Used for attendance, grading, and reporting. Teachers may document communication logs for record-keeping.
- **Letters and Circulars:** Sent home for official announcements and policy updates.
- **School Website and Social Media:** Regularly updated with news, events, and important reminders.
- **Parent Meetings:** Regularly scheduled opportunities, such as parent-teacher conferences, SAC meetings, and open houses, foster two-way communication.

4. Communication Responsibilities

Teachers

- Maintain regular communication with parents regarding academic progress and behaviour.
- Record communication in PowerSchool when appropriate.
- Respond to parent emails within 24–48 hours during the school week.

Parents

- Communicate respectfully and professionally.
- Contact the classroom teacher first for academic or behavioural concerns.
- Allow time for the school to respond and work collaboratively toward resolution.
- Participate actively in school events and meetings.

Students

- Take responsibility for staying informed about assignments, announcements, and feedback.
- Communicate respectfully with teachers and peers, following digital citizenship expectations.

5. Procedures for Addressing Concerns

Step 1 – Contact the Classroom or Course Teacher

Parents should first reach out to the teacher regarding any academic, behavioural, or classroom-related matter. Contact may be made by email or through Google Classroom. A meeting can be arranged if further discussion is needed (after 2:30 p.m.).

If no improvement is seen after continued communication, the teacher should:

- Send an email to parents summarizing the concern and request acknowledgment.
- Record the communication in PowerSchool log notes.
- Attempt one phone call if no response is received.
- If no progress after 1–2 weeks, request a parent meeting.
- If the issue persists: Academic – refer to Department Lead; Behavioural – refer to Department Lead; Attendance – refer to Guidance Counselor/Social Worker.

Step 2 – Contact the Division Lead or Department Head

If the concern remains unresolved, parents may contact the relevant Department Head, Division Lead, or Coordinator to seek clarification or further support. Meetings should be scheduled by email and held at mutually convenient times.

Division Leads and Department Heads:

High School Lead: Mr. Bruce Henderson
Bruce.Henderson@blythacademyqatar.com

Student Life & Elementary Coordinator: Mr. Caleb Fortune
Caleb.Fortune@blythacademyqatar.com

JH/SH Math & Science Department Head: Ms. Haseena Beegum
Haseena.Beegum@blythacademyqatar.com

ELA & Humanities Department Head: Mr. Joshua Lehman
Joshua.Lehman@blythacademyqatar.com

Arabic & Islamic Studies Coordinator: Ms. Mona Tamмам
Mona.Tammam@blythacademyqatar.com

Athletics Director: Mr. Marc Ritter
Marc.Ritter@blythacademyqatar.com

Step 3 – Contact the Head of School

If the concern remains unresolved after following the above steps, parents may contact the Head of School, Mrs. Rhonda Murphy, at: Rhonda.Murphy@blythacademyqatar.com

The Head of School may: review all prior communications and context, meet with the parent and teacher to discuss the concern, and communicate the final resolution in writing. The Head of School's decision is final regarding academic or behavioural matters.

Administrative & Support Contacts

- Attendance/Absences – info@blythacademyqatar.com
- Admissions – Wissam.Dib@blythacademyqatar.com
- Finance – Beena.Diwakar@blythacademyqatar.com
- Transportation – transportation@blythacademyqatar.com
- Guidance – Fiza.Ali@blythacademyqatar.com
- Social Work – Saja.Daraghmi@blythacademyqatar.com
- IT – Vijesh.Kalappurayil@blythacademyqatar.com
- School Nurse – nurse@blythacademyqatar.com

6. Guidelines for Effective Communication

- Communicate in a professional and courteous manner.
- Allow reasonable time for staff response (24–48 hours).
- Address concerns with the most directly involved staff member first.
- Maintain confidentiality and discretion.
- Approach discussions with an open mind and collaborative spirit.
- Avoid addressing concerns through social media or public forums.

7. Conclusion

Blyth Academy is committed to fostering a respectful and collaborative home–school partnership. Through clear communication, mutual respect, and shared accountability, we ensure that all concerns are addressed constructively and every student receives the support needed to thrive academically and personally.