

The purpose of  
this policy is to  
ensure clear,



Primary Years  
Programme

**PARENTS / COMMUNITY  
ENGAGEMENT &  
COMMUNICATION POLICY**



## **IB MISSION STATEMENT**

The International Baccalaureate aims to develop inquiring, knowledgeable, and caring young people who help to create a better and more peaceful world through intercultural understanding and respect.

To this end, the organization works with schools, governments, and international organizations to develop challenging programs of international education and rigorous assessment.

These programs encourage students across the world to become active, compassionate, and lifelong learners who understand that other people, with their differences, can also be right.

## **MGIS MISSION STATEMENT**

Transforming educational communities by fostering academic excellence, positive character, and appreciation of cultures.

## **MGIS VISION STATEMENT**

To be globally recognized as a pioneer in the advancement of comprehensive educational systems for critical language-oriented academies.

### **1- Purpose**



The purpose of this policy is to ensure clear, timely, and effective communication between MGIS and its parents, families, and community members. The policy outlines how the school shares information, receives feedback, handles concerns, and maintains strong partnerships that support student learning and well-being.

## 2. Guiding Principles

MGIS communication and engagement practices are based on:

- **Transparency:** Information is shared openly, consistently, and accurately.
- **Accessibility:** Parents can easily reach the school through multiple channels.
- **Respect:** All communication is polite, professional, and solution-oriented.
- **Collaboration:** Families and staff work together to support student success.
- **Responsiveness:** Concerns and inquiries are acknowledged and addressed promptly.

## 3. Communication with Parents

MGIS uses multiple methods to communicate important information:

### 3.1 Email Communication

- School announcements, reminders, notices, and updates are sent directly to parents via email.
- Teachers and leadership may email parents regarding student progress, concerns, or events.

### 3.2 Educare Platform

Educare is used for:

- Academic updates
- Homework or class communication
- Announcements and messages
- Grade reports and attendance
- Digital parent–teacher communication

### 3.3 School Conferences

- Two major three-way conferences are held annually.
- Students participate in three-way conferences as part of the IB/PYP approach.
- Special meetings may be scheduled as needed.



### **3.4 School Events and Community Activities**

MGIS hosts events to strengthen school–community relationships, such as:

- Academic Events
- Exhibitions and fairs
- Cultural celebrations
- Student performances
- Awareness programs

Parents are informed and invited through email and Educare announcements.

## **4. Parent Feedback Mechanisms**

MGIS values parent voice and provides structured feedback opportunities:

### **4.1 Educare & Email Feedback**

Parents may share comments, concerns, or suggestions through:

- Educare messaging
- Direct emails to teachers, administrators, or the Academic Head

### **4.2 Bi-Weekly Tracking Forms**

Every two weeks, some parents will receive student monitoring forms that provide:

- Academic updates
- Behavioral notes
- Classroom progress
- Teacher comments

Parents may respond with questions or concerns directly through Educare or email.

### **4.3 Six-Week Tracking Forms**

Every six weeks, all school parents receive detailed tracking of:

- Academic growth
- Learner Profile Attributes Performance
- Learning skills
- Social–emotional development
- Areas for improvement

Parents are encouraged to reply and request meetings if necessary.



## 4.4 Semester School Reports

At the end of every semester, parents receive:

- A comprehensive academic report
- Teacher feedback
- Achievement levels
- Next-step recommendations

Reports are shared through Educare and discussed during conferences if needed.

## 5. Appointment Procedures

### 5.1 Appointments With Academic Staff (*Teachers, Coordinators, HODs, Academic Lead*)

Parents must:

1. Contact the **school secretary** to request an appointment.
2. The school secretary coordinates with the **Academic Lead** and the relevant staff member.
3. The parent is informed of the confirmed date and time.

This ensures smooth scheduling and respect for teaching schedules.

### 5.2 Meetings With Other School Departments (*Finance, Operations, Admissions, etc.*)

- No appointment is required.
- Parents may visit the **school reception** during working hours.
- The school secretary will guide the parent to the appropriate staff member.

## 6. Complaint Procedures

MGIS has an open and responsive process for addressing parental concerns.

### 6.1 How Parents Can Submit Complaints

Parents may submit complaints through:



- Email to the Academic Lead or to the school's general email address: <global-DC@menadev.edu.sa>
- Educore message to the appropriate staff member
- Phone call to the Academic Lead or the school's main phone number (+966 535005651)

## 6.2 Complaint Handling Process

### 1. Receipt of Complaint

- The complaint is documented by the administrator or the Academic Lead.

### 2. Acknowledgment

- Parents receive confirmation that the concern has been received.

### 3. Investigation

- The school leadership looks into the situation by meeting with staff and reviewing records as needed.

### 4. Response

- The parent is informed of the outcome and actions taken.

### 5. Follow-Up

- If needed, additional meetings or communication are arranged to ensure the matter is resolved.

## 6.3 Confidentiality

All complaints are handled confidentially and respectfully. Details are shared only with individuals directly involved in the matter.

## 7. Expectations for Parent Conduct

Parents are expected to:

- Communicate respectfully with staff
- Follow school procedures for appointments and complaints
- Support their children's attendance, punctuality, and learning
- Maintain updated contact information
- Monitor Educare and emails regularly

## 8. School Responsibilities

MGIS commits to:



- Providing timely, clear, and accurate information
- Being accessible through multiple communication channels
- Responding to parent concerns promptly
- Involving parents in school initiatives and decision-making when appropriate
- Ensuring all engagements are respectful and productive

## 9. Policy Review

This policy is reviewed annually to ensure:

- Effective communication practices
- Strong family–school partnerships
- Alignment with MGIS values, MOE expectations, and accreditation standards

**Policy prepared by:** School Policies Committee & School Leadership & Improvement Committee

**Date of Last Review:** January 2026

**Policy reviewed by:** School Leadership & Improvement Team (SLT)

**Policy Approved by:** Director of Operations