



Communication, Community & Complaints Policy

Communication, Community & Complaints Policy

Effective Date: 01/01/2025

Applies To: All prospective and enrolled families at **Besige Bytjie Akademie**

Important Contact Details

Administrative & Financial Enquiries

Administrative Manager: **Liz-Marie**

Email: anjoret@bytjies.com

Contact Number: **064 685 4119**

Complaints, Concerns, or Suggestions

(All must be submitted in writing)

Principal: **Maryka Ras**

Email: marykaras27@gmail.com

1. Purpose

This policy establishes clear, respectful, and effective communication channels between the preschool, parents/guardians, staff, and the wider school community. It aims to ensure transparency, confidentiality, professionalism, and timely resolution of queries, concerns, incidents, or complaints, while protecting the integrity of the learning environment.

2. Scope

This policy applies to all communication relating to:

- General enquiries and administration
- Parent-staff interaction
- Complaints and incident reporting
- Confidential information
- Social media and photography
- Collaboration with external professionals

3. Communication Channels

3.1 Official Channels

Channel	Purpose	Availability
Email	Formal communication, notices, documentation	Mon–Fri, 08:00–16:00
WhatsApp (Admin Line)	Quick updates, reminders	Mon–Fri, 07:00–17:00
Phone (Office Line)	Urgent matters, verbal queries	Mon–Fri, 08:00–15:00
App / Website	Newsletters, calendar, policies	24/7 access
Scheduled Meetings	Developmental feedback or concerns	By appointment only

3.2 Informal Communication

- Brief verbal updates at drop-off or pick-up are permitted but must not replace formal communication.
- Staff may not engage in personal messaging or social media communication with parents.
- All school-related communication must take place via approved school platforms.

4. Response Timelines

Type of Communication	Expected Response Time
General queries	Within 2 working days
Absence notifications	Same-day acknowledgment
Urgent matters	Within 4 working hours
Complaints or concerns	Initial response within 2 working days; resolution within 5–7 working days
Meeting requests	Acknowledged within 2 days; scheduled within 7 days

Weekends and public holidays are excluded.

5. Communication Etiquette & Confidentiality

5.1 Respectful Engagement

- All communication must be courteous, constructive, and child-focused.
- Aggressive, defamatory, or inappropriate language will not be tolerated and may result in restricted access to communication channels.

5.2 Confidentiality

- Sensitive matters must be handled privately through written correspondence or scheduled meetings.
- Staff will not discuss other children, families, or internal matters outside authorised contexts.
- Gossip or sharing of personal or sensitive information is strictly prohibited.

6. Parent Communication

- **Newsletters & Updates:** Monthly newsletters provide information on events, curriculum highlights, and important dates.
- **Digital Communication:** Messaging platforms are used strictly for school-related information.
- **Emergency Communication:** Parents will be notified immediately in cases of accidents, illness, or urgent school updates.

7. Complaints & Incident Reporting Procedure (Parent-Initiated)

7.1 Reporting

Parents may report incidents or concerns involving:

- A child's wellbeing
- Staff conduct
- Safety, hygiene, or environmental issues
- Policy or procedural concerns

Reports must be submitted in writing via:

- Email to the Principal
- Written submission handed to the Principal
- Preschool Office WhatsApp

Reports should include:

- Date, time, and location
- Individuals involved (if known)
- Description of the incident
- Actions already taken
- Desired outcome

7.2 Acknowledgment

- Receipt will be acknowledged within **48 hours**.

- A designated staff member (Preschool Manager) will manage the case.

7.3 Investigation

- Initial review within 48 hours
- Interviews conducted if required
- CCTV footage reviewed where relevant and approved
- Findings shared within **10 working days**

7.4 Resolution & Follow-Up

- Appropriate actions may include staff support, training, policy revision, or disciplinary measures.
- Parents will receive a written outcome or be invited to a follow-up meeting.

7.5 Escalation

If unresolved, parents may:

1. Request a meeting with the Principal
2. Escalate to the Management Committee or relevant regulatory authority

8. Social Media & Photography

- Written parental consent is required before using a child's image or video.
- Staff may only post school-approved content.
- Parents may not share images or videos containing other children without permission.

9. Community Partnerships

- Collaboration with therapists, health practitioners, and specialists is encouraged.
- Parental consent is required before external professional involvement.
- Partnerships aim to enhance children's learning and wellbeing.

10. Record Keeping

- All complaints, incident reports, and related documentation are securely stored for a minimum of **2 years**.
- Records are accessible only to authorised personnel.

11. Monitoring & Training

- Staff receive induction and refresher training on professional communication, confidentiality, and social media guidelines.
