



LENDY PARK SCHOOL

The Way, The Truth And The Life.

Tel: +263 652 324052 Cell: +263 712 883 324 www.lendypark.com secretary@lendypark.com

Maximising The Potential Of Each Child Through Christian Education

Lendy Park School Communication Policy

Lendy Park School operates under an 'open door policy' which aims at ensuring the free flow of information between all the stakeholders of the school. **At Lendy Park School, we promise to listen to you and consider your contributions and the impact of any decision on the whole school community.**

Feedback from parents is welcomed as it helps to find problems in the system and improve our service to all the stakeholders.

Free line communication will resolve many concerns before they become a bigger problem. Positive feedback is also always appreciated. Remember that respect and polite interaction will have the best returns.

To properly understand the correct person to communicate with, the following guideline can be used:

1. Academic and Sporting Related Issues

- a. Start with the relevant teacher or sports coach. You might also want to send an email to the head indicating with whom you have addressed the problem and when you addressed the problem. Give them a chance to respond and request a timeline for action.
- b. If you are not satisfied with the way in which the problem was dealt with, contact the Head of Academics for academic issues and the Director of Sport for sporting issues. Give them a chance to respond and request a timeline for action. At this point, you should also notify the Head that you have moved up one level.
- c. If you are still not satisfied, you should approach the Headmaster.
- d. If you are still not satisfied, you should approach the Chairman of the Board of Trustees via email.
- e. Only in the cases of serious issues should the Headmaster be approached directly.

2. Hostels

- a. In the first case, contact the matron by WhatsApp message or phone her directly. Please be aware that there are limitations on when children can receive messages from their parents and it is at all times at the discretion of the matron.
- b. If you are still not satisfied, contact the TIC Boys' or Girls' Hostels and notify the head by email of this contact.



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- c. If you are still not satisfied, contact the Head of Academics Hostels and notify the head by email of this contact.
- d. If you are still not satisfied, contact the Headmaster.

3. Finance and Fees Related Issues:

- a. All communication relating to payment plans should be directed to the Financial Administrator. All emails expressing concerns or complaints will be acknowledged by the recipient on the day that it was sent and a proposed timeline and plan of action stated. This reply will be copied to the headmaster.
- b. Enquiries about statements, payments made or invoices should be directed to the Bursar. All emails expressing concerns or complaints will be acknowledged by the recipient on the day that it was sent and a proposed timeline and plan of action stated. This reply will be copied to the headmaster.
- c. If you have any further concerns, you should communicate with the Headmaster.
- d. If you still have unaddressed concerns, you can contact the Chair of the Finance Committee of the Board of Trustees.

4. School Administration

- a. The secretary should be contacted in the first instance and she will be able to direct you to the appropriate person.

Class WhatsApp Groups

The school uses Whatsapp groups to notify parents of events and information relating to groups of children. These groups allow for the Admin to post messages only. This is to avoid unnecessary messages from circulating. While these groups are very useful, they are prone to abuse; hence these restrictions.

Communicating with Teachers

Teachers are busy most of the time and drop in visits disrupt the activities of the classroom. If you need to see the teacher, make an appointment for a time at which they are not busy (and this is not before school starts). When making the appointment, include information about what the meeting will discuss to ensure that the teacher is adequately prepared.

Please be aware that the teachers also have lives outside of the school and respect them and their families when messaging or phoning them. Ask yourself if the communication is urgent and necessary before messaging after hours.



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Be aware that the use of cell phones by teachers during lesson time is prohibited and your messages may remain unanswered until break time or after school. If there is an emergency, contact the office first.

Communicating with the Head of Academics

The Head of Academics is a class teacher as well. For this reason, it is best if you email her with your concerns; initially, she will acknowledge the receipt of the email and propose a timeline in which she will respond. The email should include as many details as possible to allow for her to investigate the matter of concern. A courtesy copy should also be sent to the Headmaster.

Communicating with the Headmaster

The headmaster maintains an 'open door policy' as well and will see you at any time within office hours if he is able. However, he is not always available immediately and it is best if an appointment is made prior to seeing him. When making an appointment, please indicate what the meeting is about to ensure that he is adequately prepared.

You may also contact the Headmaster directly via WhatsApp (077 809 437) or email (head@lendypark.com). Email is the preferred method of communication as there will be a record of all communication between the parties involved.

With open and smooth communication, many problems can be quickly addressed to the satisfaction of all concerned.