



Communication Policy

Updated July 2025



Centurion International School, Bangkok CISB Communication Policy - 2025-2026

Purpose and Scope

This policy defines clear, consistent, and respectful channels and protocols for all school-related communication:

1. Between teachers and colleagues (peers and leadership);
2. Between parents and teachers;
3. Between parents and administrative or leadership teams.

It is designed to protect everyone's time and well-being, to ensure transparency, and to deliver prompt, high-quality support.

Official Communication Channels

1. School *Official* LINE Account and School Email (Google Workspace)

- a. The majority of written communication with parents will be sent through the official CISB LINE Account. In addition, please ensure that the Admin office has an up-to-date, functional email address and phone numbers.
- b. All official announcements, reports, meeting requests, policy changes, scheduling of meetings and non-urgent inquiries
- c. NOTE: Under no circumstances should teachers be communicating with families

2. School Phone

- a. If email is insufficient, the school phone numbers are available for direct call to the Admission and Information Center at CISB.

3. Scheduled Meetings (in-person or video)

- a. Pre-booked via email or after initial phone call for longer discussions

4. Student Diaries

- a. Class announcements and reminders, homework reminders, etc.

General Availability & Response Times

Teaching Days: 8:00 a.m. - 4:00 p.m.; non-urgent messages received outside these hours will be addressed the next working day.

- Email: Response within 48 working hours
- Scheduled meetings: confirm or propose alternatives within 2 working days of request
- Emergencies: immediate response via phone

Teacher–Teacher & Teacher–Leadership Communication

1. Purpose

- a. Collaborate on curriculum, share best practices, coordinate schedules
- b. Escalate operational concerns or policy questions to relevant leaders

2. Channels & Protocols

- a. Use shared Google Drive folders, staff email groups, and weekly professional-learning meetings for substantive discussions
- b. Reserve ad-hoc instant messaging (LINE, Google Chat) for brief clarifications only; refrain from lengthy or complex discussions there
- c. Route all policy or HR matters through the Head of School or relevant leader via email or with an in person meeting
- d. Maintain professional tone; copy in relevant stakeholders (Key Stage Leader, Coordinator, Manager, Head) when necessary.

Teacher–Parent Communication

1. Purpose

- a. Share student progress, classroom news, assignment feedback, behavior concerns, and social-emotional updates
- b. Address parent questions or requests in a structured, trackable way

2. Channels & Protocols

- a. Email should be the main form of communication with teachers
- b. The school’s official LINE account may be used to schedule an appointment for a meeting or phone call with a teacher
- c. Diaries are main communication form for student work
- d. **TEACHERS:** Teachers should always document parent communication (no matter the type of communication– written, verbal, etc.) using the internal CISB communication log for tracking and data

3. Boundaries

- a. No direct LINE or personal-WhatsApp
- b. Google Chat communication is at the discretion of the teacher and is no longer a school requirement
- c. Encourage parents to consolidate questions into one message via email rather than sending multiple small chats; professionalism is absolutely essential from all parties as this is an educational institution with a core value of excellence

Parent–Admin & Parent–Leadership Communication

1. Purpose

- a. Admissions, billing, policy clarification, general school concerns, leadership feedback

2. Channels & Protocols

- a. Administrative requests (fees, forms, enrollment) should email admin@cisb.ac.th or admissions@cisb.ac.th
- b. General inquiries should be sent to info@cisb.ac.th
- c. Suggestions for leadership can be sent directly to the Head of School at head@cisb.ac.th
- d. Response time: Expect 48-72 hour response time (excluding weekends); urgent matters should be addressed by calling directly using the school phone line.

Communication Etiquette & Confidentiality

1. Always use official email addresses and platforms
2. Be clear, concise, and respectful
3. Begin emails with a greeting, state purpose, close with next steps
4. Never share confidential student or staff information in group chats or unsecured channels
5. Use BCC for large parent email blasts to protect privacy

Escalation & Review

1. If a parent or staff member feels their issue is unresolved after 5 working days, they may escalate to the Head of School in writing.
2. The policy approver (Head of School) will review communication metrics and feedback each term and propose adjustments to the leadership team.

Implementation & Training

- All staff: mandatory orientation and refresher workshops on the new policy
Parents: orientation sessions at the start of term and quick-start guides in the Parent Portal.

By adhering to these guidelines, Centurion International School of Bangkok will foster a professional, predictable, and respectful communication culture—protecting teachers' wellbeing, enhancing parent satisfaction, and ensuring clear leadership oversight.

Date of Last Review: July 2025

Next Review: July 2026