



Home-School Communication Policy

International Montessori School of Albania (IMSA)

Approved by:	Mirlinda Boshnjaku Fjorda Shijaku	Date: 01.09.2025
Last reviewed on:	July 2024	
Next review due by:	July 2026	

At the International Montessori School of Albania (IMSA), a nursery and kindergarten working with children aged 0–5, we believe that clear, open communication with parents is essential. In line with the Montessori philosophy, we value collaboration between school and families to nurture independence, respect, and holistic development in every child.

1. Introduction and aims

We believe that clear, open communication between the school and parents/carers has a positive impact on students' learning because it:

- Gives parents/carers the information they need to support their child's education
- Helps the school improve, through feedback and consultation with parents/carers
- Builds trust between home and school, which helps the school better support each child's educational and pastoral needs

The aim of this policy is to promote clear and open communication by:

- Explaining how the school communicates with parents/carers
- Setting clear standards and expectations for responding to communication from parents/carers
- Helping parents/carers reach the member of school staff who is best placed to address their specific query or concern so they can get a response as quickly as possible

In the following sections, we will use 'parents' to refer to both parents and carers

2. Roles and responsibilities

2.1 Principal

The principal is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Monitoring the implementation of this policy
- Regularly reviewing this policy

2.2 Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's ICT and internet acceptable use policy
- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)

Staff will **aim** to respond to communication during core school hours 08:00-16:30. In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff may work around other responsibilities and commitments and respond outside of these hours, but they are **not expected** to do so.

2.3 Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance



- Responding to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school

Any communication that is considered disrespectful, abusive or threatening will be treated in line with our Parent Code of Conduct

Parents should **not** expect staff to respond to their communication outside of core school hours 08:00-16:30 or during school holidays.

3. How we communicate with parents and carers

The sections below explain how we keep parents up to date with their child's education and what is happening in school.

Parents should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

3.1 Email

We use email to keep parents informed about the following things:

- Upcoming school events
- Official letters or detailed communication
- Announcements with attachments
- Surveys and feedback

3.2 Text messages

We will text parents about:

- Payments
- Short notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

3.3 School calendar

Our www.montessori.al includes a full school calendar for the 2025-2026 Academic Year

Where possible, we try to give parents at least two weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for students to bring in special items or materials).

Any such event will be included in the school calendar.

3.4 Phone calls

- Urgent matters (family emergencies, health and safety concerns)
- Teachers may also call to discuss well-being or progress

3.5 Lillio App (main platform)

- Daily updates, reminders, and announcements
- Class news and photos of learning experiences (shared safely)
- Direct messages between parents and teachers (non-urgent matters)
- Consent forms, reports, and notices
- Parents are expected to check the Lillio app daily.
- Lillio Home-School App

3.6 Reports



Parents receive reports from the school about their child's learning, including:

- An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance (Verbal-December)
- End of the Academic Year progress reports (June)

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

3.7 Meetings

Parents can book through Lillio or the office

Urgent issues prioritized

3.8 School website

Key information about the school is posted on our website, including:

- School times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-school provision

Parents should check the website before contacting the school.

4. How parents and carers can communicate with the school

Parents should use the list in appendix 1 to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

4.1 Email

Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance.

We aim to acknowledge all emails within 5 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school.

4.2 Phone calls

If parents need to speak to a specific member of staff about a **non-urgent** matter, they should email the school office and the relevant member of staff will contact them within **+355696056125** working days.

If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time. We aim to make sure parents have spoken to the appropriate member of staff within 2 days of your request.

If the issue is urgent, parents should call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

For more general enquiries, please call the school office.

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (see appendix 1) or call the school to book an appointment.

We try to schedule all meetings within 5 working days of the request.

While teachers are available at the beginning or end of the school day if parents need to speak to them urgently, we recommend they book appointments to discuss:

- Any concerns they have about their child's learning
- Updates related to pastoral support, their child's home environment, or their wellbeing

5. Inclusion

It is important to us that everyone in our community can communicate easily with the school.

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in the following languages:

- English
- Albanian

Parents who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages
- Interpreters for meetings or phone calls

We can make additional arrangements if necessary. Please contact the school office to discuss these.

6. Monitoring and review

The principal monitors the implementation of this policy and will review the policy every three years.

The school board/ Regional Head of Schools will approve the policy.

7. Links with other policies

This policy should be read alongside our policies on:

- Parent code of conduct
- Staff code of conduct
- Complaints
- Home-school agreement
- Staff wellbeing



Appendix 1: school contact list

Who should I contact?

Option 1:

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email or call the school office on info@montessori.al ; +355606056125
- Put the subject and the name of the relevant member of staff (from the list below) in the subject line (for emails)
- We will forward your request on to the relevant member of staff

Remember: check our website first, much of the information you need is posted there.

We try to respond to all emails within 08:00-16:30

Option 2:

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email the most appropriate address
- Include your child's full name in the subject line

We try to respond to all emails within 08:00-16:30

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons	Your child's [class teacher/subject teacher]
My child's wellbeing/pastoral support	Gentjana Kokonaj
Payments	Gentjana Kokonaj
School trips	Gentjana Kokonaj

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Uniform/lost and found	Gentjana Kokonaj
Attendance and absence requests	If you need to report your child's absence, call: +355606056125 If you want to request approval for term-time absence, contact [insert details]
Bullying and behaviour	Gentjana Kokonaj
School events/the school calendar	Gentjana Kokonaj
Special educational needs (SEN)	Gentjana Kokonaj
Before and after-school clubs	Gentjana Kokonaj
Hiring the school premises	Fjorda Shijaku
PTA	Fjorda Shijaku
Governing board	Fjorda Shijaku
Catering/meals	Gentjana Kokonaj

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy.