

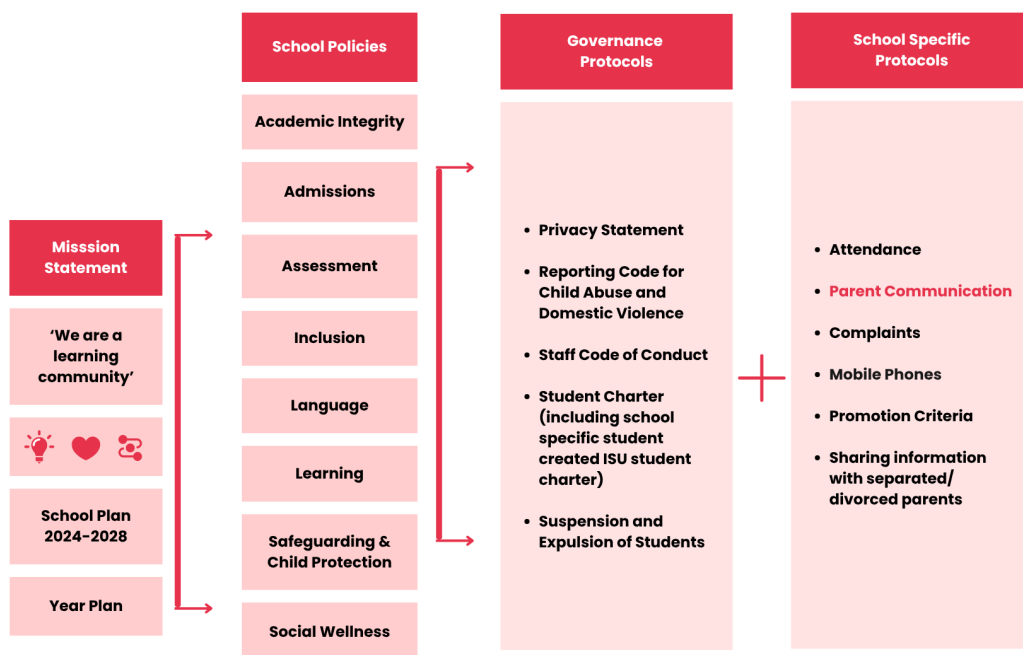
**International
School
Utrecht**

Parent Communication Protocol

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1. Purpose

The purpose of this document is to ensure that all staff members communicate timely, appropriately, and effectively with parents/legal guardians (hereinafter referred to as 'parents'). Our communication reflects and models our school mission, vision and core values and staff members use the correct platform/tool for each message. This document also outlines the ways parents can express their concerns, ask questions or provide feedback.

2. Introduction

We believe that building and maintaining strong relationships between school and parents is integral to fulfilling our educational mission. That is why we find it important to communicate with parents in an open and transparent way. It is also important that parents receive an adequate reaction from school when they voice a concern or offer feedback.

In this document we therefore look at communication between school and parents both ways. First, we focus on ways in which school communicates with parents and then on how parents can reach the school and the reaction they can expect.

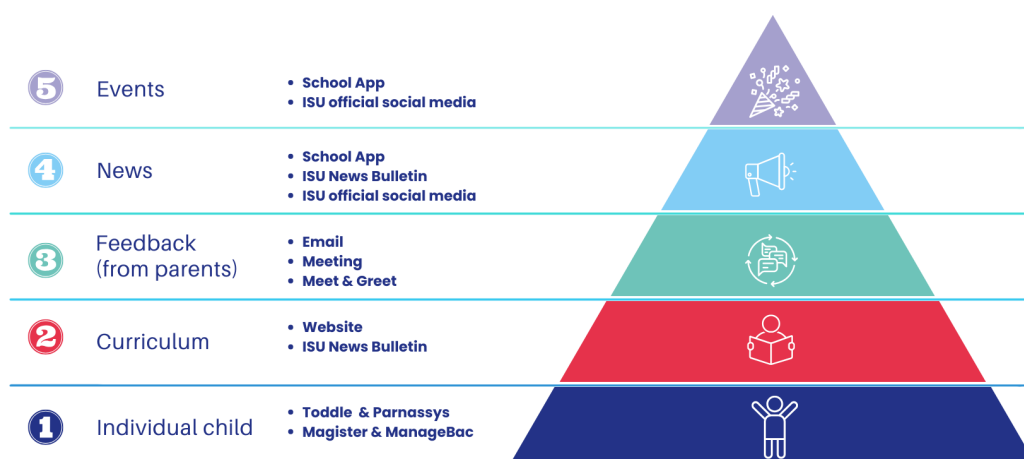
In the best interest of the student, both parents – even if separated or divorced – have the right to access information regarding their child(ren). For more details, please view the Sharing Information with Separated/Divorced Parents Protocol. You can find this on our school website ->> school documents.

3. Review Cycle

All protocols are updated (where appropriate) at the end of each academic year. A formal protocol review follows the formal policy review which takes place every 4 years as part of the 4-year strategic School Plan cycle.

4. External Communication – School to Parents

Creating solid school-home partnerships starts with providing adequate and timely information about the progress and well-being of each individual child to their parents (1). Upon this foundation, school provides information on our curriculum and the way we teach.(2) School home partnerships can only flourish if parents receive timely and adequate response on feedback (3). Parents can also expect regular updates on school news (4)and invitations to events (5). To ensure parents receive the right information at the right time, we use several communication platforms (see below). We also organise progress meetings, (online and offline) information meetings, workshops and events.



Categories and communication platforms.

5. Platforms

Platform	Parents	Purpose	Responsible
Seesaw -> <i>Transition to Toddle Autumn 2026</i>	Primary	Student portfolio, homework and parent messages. Early Years parents receive a weekly class bulletin via Seesaw	Primary Teachers
Parnassys	Primary	Inclusion arrangements	Inclusion Team
Magister	Secondary	Attendance & Parental Notes Inclusion arrangements	Secondary Teachers, Mentors, Attendance Officer Inclusion Team
ManageBac	Primary	Written Reports (January & July) -> <i>Transition to Toddle in 2027-2027</i>	Head of Primary
	Secondary	Homework/Grades/Written Report	Secondary Teachers & Head of Secondary
School App	All	General messages, Updates, Events & Emergencies	HoS, Leadership Team, Communications Advisor & Leadership Support
For parents (website)	All	Curriculum information & presentations Meeting notes Participation Council (Password in school app)	Communications Advisor

ISU News Bulletin	All	Staff and student written articles about curriculum, projects, excursions etc. Published 8-10 times per year on the website.	Communications Advisor
Instagram	All	A glimpse of life at ISU. Official school account + official teacher accounts.	Communications Advisor & teaching staff
LinkedIn	All	Articles, updates & recruitment	Communications Advisor & HR Advisor

6. Individual Students Primary

To keep parents up to date with the progress and well-being of their child, we organise several parent meetings throughout the academic year. We also provide parents with a written report twice a year. When there are issues or concerns the school will reach out to parents via telephone or Seesaw.

Category	What	How	Who
Home-school partnership	Introduction meeting	Get to Know You Meetings	Classroom Teachers
Progress	Report card	ManageBac	Classroom teacher
	Parent teacher meeting	Oral Progress Meetings & Student Led Conferences	Classroom Teacher
	Portfolio & homework	Seesaw***	Classroom Teacher
Celebration of learning	End of Unit celebrations	Invitation via Seesaw***	Classroom Teacher
	After school Music concerts	Invitation via school app	(Private) Music Teachers
	Grade 5 Exhibition & graduation	Invitation via school app	Grade 5 Team
Well-Being/illness during the day	Head bump, vomiting, fever*	Telephone	Classroom Teacher via Welcome Desk
	Headlice, hygiene issues, visible injury to face*	Seesaw***	Classroom Teacher
Behaviour	Noticeable shift in behaviour, physical fight, continuously forgetting waterbottle/PE kit/library books, standing out positively in class*	Telephone or Seesaw***	Classroom Teacher
Attendance**	Unauthorised absence	Telephone Email	Primary Student Administration
	Lateness	Email	Primary Student Administration

*Including but not limited to these examples

**Please view our Attendance Protocol for more information

*** We are transitioning from SeeSaw to Toddle in the Autumn of 2026. During the 2026-2027 school year we will also transition from ManageBac to Toddle for publishing report cards.

6.1. Escalation

The Classroom Teacher will set up a meeting to address for example:

- Ongoing academic struggles
- Repetitive negative behaviour
- Ongoing hygiene or health concerns
- Repetitive inappropriate touching of other students after being spoken to by the teacher

If necessary, the Classroom Teacher might involve their team leader and/or the inclusion coach.

7. Individual Students Secondary

To keep parents up to date with the progress and well-being of their child, we organise several parent meetings throughout the academic year. We also provide parents with a written report twice a year. When there are issues with attendance, the school Attendance Officer will reach out to parents.

Category	What	How	Who	When
Home-school partnership	Meet the mentor	Mentor meetings	Mentor	Start of the academic year
Progress	Report card	ManageBac	Subject Teachers	2-3 times a year
	Student Led Conferences	Student explains progress & goals	Student & mentor	Once a year
	Subject teacher meetings	Parents can meet with up to 3 subject teachers	Subject teachers	Once a year
	Homework & grades	ManageBac	Subject teachers	Ongoing
Celebration of Learning	Personal Project Exhibition, TOK Exhibition, Visual Arts Exhibition, Music concerts & graduation ceremonies	Invitations via school app	Subject teachers	Throughout the school year
Illness during the day	When ill, school checks if students can go home	Telephone	Welcome Desk and/or Attendance Officer	If needed
Well-Being	Notes/agreements from conversation with the student	Magister Parental Note Other	Subject teachers & mentor	If needed
Behaviour	Agreements from conversation with the student. Both positive and negative behaviour	Magister Parental Note Other	Subject teachers & mentor	If needed
Attendance*	Unauthorised absence	Magister	Subject Teachers & Attendance Officer	If needed
	Late to school/class	Magister	Subject Teachers & Attendance Officer	If needed

* For more information please view our Attendance Protocol

7.1. Escalation

- For escalation regarding unauthorised absence and lateness, please view the Attendance Protocol.
- For escalation regarding learning or behavioural support, please view the Inclusion Policy.
- For escalation regarding school work, grades and assignments, please view the Assessment Policy, Academic Integrity Policy and Promotion Criteria.
- For escalation regarding Social Wellness, please view the Social Wellness Policy.

All these policies can be found on the school [website ->> school documents](#).

Please note that the mentor or subject teacher might include their team leader and/or inclusion coach when meeting with parents.

8. The curriculum and how we teach at ISU

At ISU we teach the International Baccalaureate Primary Years Programme (PYP), Middle Years Programme (MYP) & Diploma Programme (DP). To help parents support their children, we find it important to explain the curriculum and the way we teach. We invite parents to attend various online and offline information meetings. The dates for these meetings are made available at the start of the academic year via the school app.

For students and parents in grade 9 and 10 it is important to explore all available educational pathways after the MYP. For students in DPI it is important to explore the options for tertiary education in or outside the Netherlands. Parents with children in grades 9-12 will receive an invitation to our annual careers event in November.

Information about the curriculum and the way we teach can also be found on the school [website](#) ->> IB Programmes/Our News/For Parents section. All our policies & protocols, the school guide and the School Plan can also be found on the [school website](#) ->> [school documents](#).

9. Feedback

In order to create and maintain a relationship of trust between our parent community and the school, we believe it is important to listen to parents and welcome constructive feedback. Parents are invited 6 times per academic year to an online 'Meet & Greet with the Head of School'. During these meetings parents can ask questions, share concerns or provide feedback. The dates for these meetings are made available via the school app at the start of the academic year.

Apart from regular feedback opportunities for parents, we welcome parent feedback at all times. Parents are encouraged to always reach out via email to their child's teacher/mentor first. If parents are not satisfied with the way issues are dealt with, they can contact the Head of Primary or Head of Secondary. Teachers/mentors can decide to involve their lead mentor and/or inclusion coaches when dealing with student/parent concerns.

Parents can expect the school to take feedback seriously and respond appropriately via email, telephone or by arranging a meeting.

10. General operational information, news and school events

We do use various platforms to keep our parent community up to date about all that is going on at ISU.

What	Platform
News, invitations & grade level, primary, secondary & whole school updates	School App
ISU News Bulletin (8-10 times per year)	School Website ->> Our News
Social Media	Instagram, LinkedIn, YouTube

11. Events

Parents are invited to a special parent evening twice a year for which we invite interesting guest speakers. They are also invited to concerts, end of unit celebrations in primary and celebrations of learning, such as the grade 5 Exhibition, grade 10 Personal Project Exhibition, DP 2 Visual Arts Exhibition, Music concerts, the DPI Theory of Knowledge Exhibition and the Graduation Ceremonies for grade 5, 10 and 12. All the dates are made available to parents via the school app at the start of each academic year.

Parents are also welcome to coffee mornings at school organised by the Parent Support Group (PSG). The PSG also organises parent get togethers and parent clubs outside of school. They will receive updates and invitations via the school app.

12. External Communication: Parents to School

Parents are welcome and encouraged to reach out to school when they have questions/concerns. The first port of call for primary parents is always the classroom teacher and for secondary parents the mentor. Email addresses can be found on the school website.

Topic	Who	How
Own child	Classroom teacher (primary), mentor (secondary). The classroom teacher or mentor might involve their team leader and/or the inclusion coach to determine best steps forward.	Initially via email. The teacher/mentor can decide to invite parents in for a meeting.
General operational concerns	Head of Primary or Head of Secondary	Initially via email. A member of the Leadership Team can decide to organise a meeting with the parent or group of parents.
Meet & Greet with the Head of School	All parents are invited to an online meeting with the Head of School 6 times per year.	Informal meeting where parents get an update about ISU and where they can ask questions and/or give feedback.

13. Complaints

For any concerns or complaints in relation to the way we provide information and/or respond to student/parent concerns, the first point of contact is the students' classroom teacher or mentor. Should the issue remain unresolved, a confidential advisor (vertrouwenspersoon) is available, who is able to listen, give information on the law and rules and can provide guidance on the next steps to reach a solution.

Additionally, the ISU Complaints Protocol enables all registered ISU students, parents of registered ISU students and ISU staff members to raise concerns about the school. This document can be found on the school [website ->> school documents](#).

Complaints about decisions taken by the local authority or external providers should be addressed to the organisation directly.

The communication to parents protocol is to be read in conjunction with the ISU:

- Attendance Protocol
- Sharing information with separated/divorced parents
- Complaints Protocol

These documents can be found on the [school website ->> school documents](#).