



مدرسة الدوحة البريطانية
DOHA BRITISH SCHOOL

Meetings & Open Door Policy



Last Review: September 2021

Next Review: June 2022

Reviewer: Policy Committee





1. Purpose

It is important that the standard we set across DBS schools is shared and communicated for all stakeholders of the organisations, helping to set out what we believe in. DBS operates an Open Door policy for all stakeholders and always sets an expectation around impactful and purposeful meetings.

2. Scope

The meetings and Open Door policy, its framework, and its procedures relate to what is expected by the School and the organisation. Coverage is firmly within the ownership of the individual school and its own internal structures at the time.

3. Approach – Open Door

Doha British Schools operate an ‘Open Door’ Policy to all stakeholders. The purpose of our Open Door Policy is to encourage open communication, feedback and discussion. We value the input that all stakeholders make to the school.

If you have any worries or concerns, then we believe that it is far better that you can discuss them – in the first case with the appropriate teacher / member of staff, then with a member of the Senior Leadership Team and then the Principal. Following this process allows issues to be resolved and explained.

We will listen to your concerns and work with you to resolve any issues that you might have. All stakeholders are expected to be reasonable and fair to all parties. It is in the best interests of all that we work together. We can maintain our ‘Open Door Policy’ by requesting your co-operation with the following rules.

Parents and Visitors

- All visitors to the school must report to the school office upon arrival.
- Class teachers will usually be available for an Open Door meeting at the end of the school day.
- In some cases, the teacher may not be available for genuine reasons and a different meeting time should be arranged.
- If you feel that the matter needs more than 10 minutes to discuss, then parents should phone the school office to make an appointment to see the member of staff at a mutually convenient time. Please make sure to state the purpose of the meeting request.
- Staff may also be available to take phone calls, when they are not available please leave a contact number so that the member of staff may call you back at a different time.
- Senior and Middle Leaders are available at different times of the week. At the start and end of the day, many of these leaders can be found at the main gates and they will be happy to make a note of your concerns and ideas, then act accordingly.
- At no time should parents raise their voices at staff, particularly in front of children.
- Aggressive or threatening behaviour is also unacceptable. Anyone who misuses the Open Door Policy may be asked to leave the school premises and future meetings will only be held after a prior appointment is made.
- In the spirit of our Open Door Policy, we will actively communicate all new initiatives,



issues/policies and events.

Staff

- All staff must use the line management structure to deal with any concerns / issues.
- In some cases, the line manager may not be available for genuine reasons and a different meeting time should be arranged. In urgent matters, the line management structure would identify the next best person to raise the concern with.
- If you feel that the matter needs more than 10 minutes to discuss, then you should make an appointment to see the member of staff at a mutually convenient time. Please make sure to state the purpose of the meeting request if organizing the meeting via a member of staffs PA.
- At no time should staff raise their voices at other stakeholders, particularly in front of children.
- Aggressive or threatening behaviour is also unacceptable.
- In the spirit of our Open Door Policy, we will actively communicate all new initiatives, issues/policies and events.

4. Approach – Meetings

If any stakeholder requires a meeting in school with a member of staff, then the following options are available. In some cases, a greater level of notice will be required to make sure that all are available and/or appropriate resources are setup.

- Face to Face meeting
- Phone call meeting / conversation
- Online meeting over Zoom or another electronic method where possible
- Multi Group meeting **e.g. multiple different people meeting together and/or which may include a mixture of all the above**

All meetings that take place in DBS should have a clear purpose, set an appropriate amount of time and result, where possible, in an outcome that supports the education of the child.



Thank you