

Communications Tree – International School Almere

→ For questions and concerns ←

MENTOR

The mentor has an overview of the student's experience in the school. Please copy the mentor into all correspondence. The mentor is the **first point of contact** for students, subject teachers, coordinators and parents

Subject Questions

Parents may contact subject teachers regarding specific subject issues directly or through the mentor. Any direct communication should be copied to the mentor for information.

Should the issue remain unresolved, the next point of contact are the Programme Coordinators.

The Programme Coordinators are responsible for all academic items.

Well-being Questions

Parents may contact the mentor regarding issues of wellbeing (attendance, discipline etc)

Should the issue remain unresolved, the next point of contact is the Care team Coordinator and the Programme Coordinators.

The mentor supported by the care team coordinator, parent, external support and the programme coordinators are responsible for the well-being of the student.

Head of School

The Head of School operates an 'open door policy' and is available to discuss any issues of a sensitive and confidential nature. However, the processes mentioned above should be followed first.

The school will respond within three working days to queries or requests