



**LYCÉE
FRANÇAIS
SAINT LOUIS**
STOCKHOLM

Communication Policy

LFSL <-> Families

Update October 2019

This document clarifies the communication process between LFSL and families, means for anyone who has one or more children registered in LFSL.

INTRODUCTION

Clarity around communications between all stakeholders in the school community is an essential component for a successful school year. This Communications Policy is designed to keep clear communication lines within the school community, with defined expectations for parents and school employees.

COMMUNITY ETHICS

Educating children is a process that involves a partnership between home and school to provide the best support children in their schooling. Collectively, parents, faculty and staff must work together to ensure a safe and positive school environment for children reflective of LFSL values (Respect, Wellness and Success) and defined rules.

Extract of the rules of procedures:

- *The relationship between School and home are necessary for educational monitoring and well-being of students. It is expected mutual respect in communication between school and families. LFSL does not tolerate intimidation, threats, insults against its staff. The converse is equally valid. In case of incident, a signaling protocol is implemented.*

The school is a human community in pedagogical and educational vocation which each must reflect a tolerant and respectful attitude. LFSL will not tolerate:

- Abusive, threatening, malicious or inflammatory statements, emails, phone or social network messages directed to administrators, teachers, staff, students or other parents
- Use of social media to fuel campaigns or complaints against the school, employees, students or parents rather than presenting concerns through identified channels (school committees parents representatives, appointments, complaints form ...) to be addressed fairly, appropriately and effectively for all concerned.

All actors of educational community must respect these ethical principles in all way of communication in order to comply with the school's values and to provide a healthy and constructive environment for the children's schooling.

TOOLS

Here is the list of tools designed to facilitate communication with students and families:

- **“Cahier de texte” (Elementary) or “Agenda” (Secondary)** : Child write there the homework given by the teacher at the end of the course.
- **E-mail**: Every teacher and every student in Collège/Lycée have a personal email address type pnom@lfsl.net (First letter of the name + last name).
- **Eduka** : This tool make the link between Administration and family about admission. Family are responsible to update their data. Eduka is synchronized with Pronote.
- **Pronote**: This is a school life management software created in 1999 by the French company index Education. It is used in more than 7000 French schools. Each person (student or parent) has own credential. It is important to keep its codes, if lost, it is possible to make a request to the “Vie Scolaire” department. Access to Pronote can be done on a smartphone by downloading the application or [online](#).

GENERAL COMMUNICATION

Communications concerning LFSL overall life are sent by the secretariat of Headmaster secretariat@lfsl.net or communication service communication@lfsl.net. You will find all necessary information on the website www.lfsl.net and the latest news on the homepage.

In urgent situations (weather, problems in premises ...) parents will be informed by email and SMS. Parents are responsible for update their data in Eduka. He also asked the students to provide their cell phone number.

ELEMENTARY SCHOOL

Elementary school children do not have email. All communication between teacher and child are in the classroom and via the “Cahier de texte”. Parents should consult it regularly. Pronote application is used to access the schedule of children and to monitor absences. Teachers communicate with parents by email.

Parent-Teachers Meetings

Meetings are held 2-3 times a year. The first start of the year is done by level and class on the general functioning of the class. The next two are for individual appointment between Families and Teacher. They are usually held at the end of the first quarter and at the end of the 2nd or the end of the year.

Absence

If the child is to be absent, families must send an email to absencelementaire@lfsl.net.



COLLEGE & LYCEE

Head Teacher, class life time and delegates

Each class has a head teacher who is the main contact for students and families for all questions concerning their education and their studies.

The class life time which takes place once a week (except last week of each period) for college and 10 times a year for high school students is a good time to address the issues inherent in classroom life. Students can interact with each other and with their head teacher on teachings subjects, schooling and school life.

In addition, each class elects a delegate who is the representative of his class. He is the link between his classmates, teachers, school life, health team and management team to facilitate communication. It's role is to be active in the life of his school. He consults his classmates, makes proposals and takes part in various school's actions.

Communication via Pronote

Informations about pedagogy, school life, teachers or health team are in Pronote. Students and parents have specific access according to their profiles. Families had to consult Pronote regularly, notifications can also be activated on mobile phones in case of new messages.

| STUDENTS AREA | PARENTS |
|--|---|
| <ul style="list-style-type: none"> - The schedule of their class, according to weeks. - Absences and replacements professors and canceled classes. - Forthcoming events, such as a class council or meeting. - The school calendar - Notes and school reports - Absences and delays - Homework - Information about school's life and rules - Teaching team contacts | <ul style="list-style-type: none"> - The schedule of its class, according to weeks of student. - Absences of teachers. - Upcoming events, such as a class council or an information meeting. - School calendar - Notes and school reports (3 per year) - Absences and delays of the student. - Notepad homework online. - Information from "Vie Scolaire" department - Teaching team contacts - Parents can additionally change the account information of "student section." |

User manuals are available online:

- [Brief presentation of the parents' section](#)
- [Detailed presentation of the parents' section](#)



Parent-Teachers Meetings

Individual meetings with teachers are held twice a year, during periods deemed most conducive to learning by teaching teams.

Appointments are created through Pronote. Teachers and parents can enroll their desiderata. Warning, the system creates an appointment if either the teacher asks, or the family requests it. For this, you need to select teachers by clicking on either "meeting desired" or "priority". If the teacher or family leave checked "optional meeting," no appointment will be generated. If the teacher chooses "priority" an appointment will be generated.

Parents can integrate into their system downtime. You can make these requests 3 weeks before the date of the parent-teacher meeting. The system closes one week before in order to schedule an appointment. A few days before the meeting the parents receive an email with the list of appointment (7-minute slots).

Also throughout the year, parents have the opportunity to make an appointment with a teacher by directly addressing a request or by contacting the secretariat.

Absence

If the child is to be absent, families must send an email to "Vie Scolaire" department viescolaire@lfsl.net.

PARENT COMMUNICATION -> PARENTS

In accordance with our Privacy Policy and Regulation on the protection of European data (GDPR) staff LFSL do not share personal information of parents with other parents. If parents wish to exchange information, they can go through the teacher or the head teacher.

REPRESENTATIVES AND REPRESENTATIVE BODIES

Representatives of elected or appointed Parents also contribute to the functioning of the institution and the flow of information by sitting on various forums:

- Board of Directors
- "*Conseil d'Etablissement*" - School Council
- School Council Elementary
- Class Council
- Canteen Committee
- Council of Collège school life (CVC)
- Council of Lycée school life (CVL)

Parents can elect their representatives to the Board every 2 years and the School Council annually. LFSL invested in an electronic voting system for the election of representatives to facilitate the procedure for parents and increase the participation rate.



COMMENTS & COMPLAINTS

LFSL is committed to maintaining effective and fluid communication with parents. The ideas and suggestions of the entire educational community are welcome and are an opportunity to improve and develop our school.

Parents must first of all favor an exchange with the teacher or the person concerned. Teachers, staff and the management team are open to meet to discuss all aspects of the child's schooling in the LFSL.

Concerning emails, the staff must answer within a reasonable time, sometimes a longer delay is needed to make it possible to obtain all the elements in order to bring a suitable answer.

According to the school law, chapter 4 – article 8, a service has been set up to receive comments and complaints coordinated by the Quality Manager. Here is the process to follow in case of complaints:

Step 1 - Contact the person concerned

Contact the person concerned by the subject of the complaint directly by asking for an appointment or by email.

Step 2 - Contact the Head Teacher or the Direct Manager

In case of no desire to contact the person directly or in case of no resolution of the problem in the first step, refer to his direct manager with the exception of high school teachers, where the reference person will be the head teacher.

Step 3 - Contact the Management

If you are still dissatisfied with the way your case is handled, please contact the Headmaster, who will investigate the complaint and keep you informed of any actions taken.

Step 4 - Contact the Quality Manager

If you are still not satisfied, you can contact the LFSL Quality Manager by filling out the [online form on the website](#). The Quality Manager will investigate the case and, if necessary, develop a plan to address the reported issues.

After sending the form you will receive a confirmation of receipt. We will then send you an answer within two weeks. Sometimes a complaint may be of a complex nature or for some other reason take longer to investigate and respond to; if we need more than two weeks to do so, we will let you know.

All complaints are reviewed, monitored and documented by the Quality Manager, a report on the nature of the complaint and the actions taken is forwarded to the Board of Directors.

The data is treated confidentially and in compliance with the GDPR

