SYMBIOSIS
INTERNATIONAL SCHOOL

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Pune, India

॥ वसुधैव कुटुम्बकम्॥ — The World is One Family

PARENT HANDBOOK

A Guide to Partnership, Participation and Progress

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1. Parent Partnership Guidelines

Building a Respectful, Collaborative, and Supportive School Community

As valued members of our learning community, parents play an essential role in supporting the holistic development of students. The following guidelines outline expectations to ensure a respectful, collaborative, and productive partnership between the school and families.

2. Partnership in Learning

- Support the school's mission, vision, and core values across all the programs.
- Encourage and model the attributes of the Learner Profiles at home.
- Engage with your child's learning journey by discussing their progress, inquiries, and goals.
- Promote a balance between academic responsibilities and well-being.
- Avoid planning vacations or leaves during scheduled assessments.
- Ensure your child attends school regularly unless there is a genuine medical emergency.

3. Communication and Collaboration

Parents/Guardians are valued partners in the educational journey of their child. Effective collaboration between the school and families is based on mutual respect, trust, confidentiality, constructive communication and a shared commitment to the learner's well-being and development.

3.1. Respectful Communication

- Parents/Guardians are expected to communicate with all students, teachers, staff, School Leadership and other members of the school community with courtesy, dignity and respect.
- Communication, whether verbal, written, electronic or in person, should remain professional, constructive and solution-oriented.
- Parents/Guardians should express concerns, disagreements and feedback without resorting to personal criticism, accusations, derogatory remarks or disrespectful language.
- Differences of opinion should be addressed through calm and appropriate dialogue and should not interfere with the school's learning environment.
- Parents/Guardians must maintain an appropriate tone during meetings and interactions and must not shout, use abusive or offensive language, threaten, intimidate or attempt to overpower another person during a discussion.
- Any disagreement concerning a student or School matter should be addressed through the appropriate School authority rather than through confrontation with another parent, student or staff member.

3.2. Professional Conduct During Meetings

- Parents/Guardians are expected to maintain decorum and professional conduct during parent-teacher meetings, conferences, orientations, disciplinary meetings, admission interactions and meetings with School Leadership.
- Parents/Guardians must allow all participants an opportunity to present their views without interruption or intimidation.

- Aggressive gestures, threatening body language, pointing or gesturing in an intimidating manner, invading another person's personal space or attempting to physically confront another individual are not acceptable.
- Parents/Guardians must not engage in any form of physical aggression, attempted physical confrontation or threatening movement towards another individual.
- If a discussion becomes heated or unproductive, the school may discontinue or adjourn the meeting and reschedule it through the appropriate channel.
- The school may request a parent/guardian to leave a meeting or School premises if their conduct is considered disruptive, threatening or inconsistent with the expected standards of behaviour.

3.3. Official Communication Channels

- Parents/Guardians should use the official School communication channels for all academic, administrative, pastoral and student-related matters.
- Concerns, suggestions, requests and grievances should be communicated through official email, designated communication applications, scheduled meetings or other channels prescribed by the school.
- Parents/Guardians should avoid using personal communication channels to contact individual staff members for official School matters unless specifically permitted.
- Parents/Guardians are expected to provide complete and accurate information when raising a concern to enable the school to review the matter appropriately.
- Communication should be limited to individuals who are directly concerned with the matter, while maintaining appropriate confidentiality.

3.4. Parent-Teacher Collaboration

- Parents/Guardians are encouraged to participate constructively in parent-teacher conferences, orientations, workshops, School events and other forums organised by the school.
- Parents/Guardians should work collaboratively with teachers and relevant School personnel to support the learner's academic, social, emotional and developmental needs.
- Feedback provided by teachers and School personnel should be received respectfully, even where parents/guardians may have a different perspective.
- Where clarification is required, parents/guardians should seek it through the appropriate teacher, Coordinator, Programme Head, Counsellor or designated School authority.
- Parents/Guardians should avoid discussing or comparing another learner's academic performance, behaviour, learning needs or personal circumstances.

3.5. Raising Concerns and Grievances

- Parents/Guardians have the right to raise genuine concerns relating to their child or their interaction with the school.
- Concerns should be raised promptly, respectfully and through the prescribed grievance-redressal process.
- Parents/Guardians should first approach the person or designated authority directly responsible for the matter, wherever appropriate.
- Where a concern remains unresolved, it may be escalated to the relevant Coordinator, Programme Head, Counsellor, Head of Department or School Leadership in accordance with the school’s grievance-redressal procedure.

- Parents/Guardians should allow the school reasonable time to review and respond to a concern before escalating it further.
- The school may seek information from relevant staff members, students or other persons involved in order to understand the matter objectively.
- The school's review may include consideration of relevant documentation, communication records and accounts of individuals who were directly involved or witnessed the matter.

3.6. Meetings with the Director and School Leadership

- Any Parent/Guardian wishing to raise a concern, grievance, representation or matter relating to their child or the School with the Director shall do so through a prior appointment and on an individual basis.
- Collective representations, group meetings, delegations or joint submissions by two or more Parents/Guardians seeking an audience with the Director shall not be permitted or entertained unless expressly authorised by the school.
- Parents/Guardians shall not independently convene or organise an unauthorised meeting with the Director or any member of School Leadership for the purpose of raising individual or collective grievances.
- The school shall determine the appropriate forum, personnel and manner in which a matter is addressed.
- The school reserves the discretion to schedule, defer, redirect or decline a meeting where the prescribed procedure has not been followed or where the matter is more appropriately addressed by another designated authority.

3.7. Individual and Collective Representations

- Concerns relating to an individual learner should ordinarily be raised by the concerned Parent/Guardian through the prescribed individual grievance process.
- Parents/Guardians should not use collective gatherings, informal groups or other forums to exert pressure on School personnel regarding an individual matter.
- Parents/Guardians must not encourage, organise or participate in activities intended to disrupt School functioning or place undue pressure on an individual staff member or School authority.
- Any representation made collectively must follow the procedure prescribed by the school and, where required, have prior authorisation from the appropriate School authority.

3.8. Respect for Dignity and Personal Boundaries

- Every member of the school community is entitled to be treated with dignity, respect and courtesy, irrespective of their role, gender, age, position or circumstances.
- Parents/Guardians must respect the personal boundaries and physical space of teachers, staff, students and other parents/guardians.
- Verbal abuse, insulting remarks, offensive references to an individual's family, threatening statements or intimidating conduct are strictly inconsistent with the expected standards of Parent Conduct.
- No disagreement or grievance justifies threatening, humiliating or aggressive behaviour towards another member of the school community.

3.9. Confidentiality and Privacy

- Parents/Guardians are expected to maintain confidentiality regarding information shared with them by the school concerning their child or other members of the school community.
- Personal, medical, academic, behavioural, developmental or family-related information concerning another learner or family must not be discussed, circulated or shared without appropriate authorisation.
- Parents/Guardians should not record, photograph, video-record or circulate conversations or meetings involving other students, parents or staff without appropriate permission.
- Concerns involving another learner should be referred to the school rather than addressed directly with the learner or their family.

3.10. Digital and Online Communication

- The same standards of courtesy and professionalism apply to email, messaging platforms, communication applications, online meetings and other digital interactions.
- Parents/Guardians must not use digital platforms to post, circulate or forward abusive, threatening, defamatory, discriminatory or derogatory content concerning the school, its students, staff or other parents/guardians.
- Official School communication groups should be used only for their intended purpose.
- Parents/Guardians should not circulate confidential School communication, screenshots, recordings or personal information without appropriate authorisation.

3.11. Disruptive, Threatening or Aggressive Conduct

- Any behaviour that threatens the safety, dignity, privacy or emotional well-being of another member of the school community will be treated seriously.
- This includes, but is not limited to:
    - abusive or foul language;
    - shouting or verbal aggression;
    - threats or intimidating statements;
    - threatening gestures or body language;
    - aggressive movement towards another individual;
    - invasion of personal space;
    - physical confrontation or attempted physical confrontation;
    - harassment or repeated intimidation;
    - deliberate disruption of a school meeting or activity; and
    - attempts to exert undue pressure on School personnel.
- Such conduct will not be considered an acceptable means of expressing a grievance or disagreement.

3.12. School's Response to Inappropriate Conduct

- Where a complaint regarding inappropriate conduct is received, the school may review the matter objectively and fairly.
- The school may seek statements or accounts from the individuals directly involved and, where appropriate, from persons who witnessed the incident.
- Relevant documentation, correspondence or other available information may be considered as part of the review.

- The school may determine the appropriate action in accordance with applicable School policies and procedures.
- Depending on the nature and seriousness of the conduct, the school may adjourn a meeting, restrict access to particular forums, require future interactions to take place through designated personnel, or take other appropriate action in accordance with School policy.
- Where an incident occurs publicly, the school may determine the appropriate manner of communication or acknowledgement, taking into consideration confidentiality, privacy and the interests of all parties involved.
- The school reserves the right to take appropriate action where a Parent/Guardian's conduct is inconsistent with the Parent Partnership Guidelines or compromises the safe and respectful functioning of the school community.

3.13. Respect for School Processes

- Parents/Guardians are expected to follow the school's established communication and grievance-redressal procedures.
- School decisions should be questioned or appealed through the appropriate institutional channels, rather than through confrontation, disruption or collective pressure.
- Parents/Guardians should respect the roles and responsibilities of Coordinators, Programme Heads, Counsellors, Department Heads and School Leadership.
- Attempts to bypass designated personnel or procedures may result in the matter being redirected to the appropriate authority.

3.14. Shared Responsibility

- The school recognises that effective education requires a partnership between the school and families.
- Parents/Guardians are expected to model the same values of respect, empathy, self-regulation, responsibility and integrity that the school seeks to develop in its learners.
- Constructive disagreement is welcomed; however, abuse, intimidation, threats, aggression or disruption are not acceptable forms of communication or advocacy.
- All members of the school community share responsibility for maintaining an environment in which concerns can be raised safely, respectfully and through appropriate channels.

4. Attendance and Timelines

- Ensure punctuality and regular attendance of your child.
- Late arrivals will be recorded at the front desk. If a student is late more than three times in a month, the school reserves the right to send the child home.
- Early exits will only be allowed in case of medical emergencies. Avoid early pick-ups for reasons such as passport appointments or routine doctor visits.
- Timely drop-off and pick-up arrangements are expected to ensure smooth school operations.

5. Respect for School Environment and Community

- Respect school rules, policies, and procedures including security, attendance, digital use, and dress code when on campus.
- Parents are not permitted to enter the cafeteria or the academic block unless attending a scheduled meeting or official school event.

- Parents/drivers must pick up students from designated dispersal points and move promptly to the parking area to avoid crowding.
- Demonstrate respectful behaviour and language in all interactions on school premises or during school-related events.
- Parents must adhere to traffic and road safety rules around the school premises. Vehicles must not be parked on the road, and under no circumstances should dividers be crossed to reach the school in haste.

6. Digital Conduct and Social Media

- Respect privacy by not posting images or videos of students, teachers, or school events without permission.
- Use social media responsibly, avoiding defamatory or inappropriate comments about the school or its community.
- Social media consent must be provided to the school for student participation in official media and publicity.
- WhatsApp groups are not encouraged. There will be a single official school broadcast group for all key updates and announcements.
- No individual outside-school accomplishments will be posted on the school's official social media handles.

7. Campus Operations and Logistics

- No vehicles should be parked in the basement area during morning drop-off times.
- The front desk does not provide a student calling facility. In case of urgent communication, please reach out to the school via official email or channels.
- Home food is permitted; however, lunch bags must be clearly labelled and dropped off at the front desk only.
- Outside/restaurant food will not be allowed on campus under any circumstances.
- Use of student photographs and video recordings may be undertaken by the school for internal and external school media (newsletters, website, social platforms) only after due consent is received from parents.
- Refrain from sending any special gifts on the child’s birthday.

8. Academic Integrity and Support

- Encourage academic honesty and discourage malpractice (e.g., plagiarism, unauthorized help).
- Support completion of assignments and tasks by the child without undue parental intervention.
- Promote independent thinking, critical inquiry, and responsible digital usage.
- Students who are sick or unable to attend an assessment for any valid reason will not be administered a separate exam. An average score will be considered based on prior assessments.
- Support your child by checking submission deadlines and giving reminders for timely submissions.

9. Safety, Health, and Well-Being

- Inform the school of any medical, emotional, or social factors affecting your child’s well-being.
- Reinforce positive behaviour, empathy, and resilience at home.
- Cooperate with the school in managing issues such as bullying, absenteeism, or emotional distress.

- Follow all safety protocols diligently, especially during entry, exit, and emergency drills.

10. Engagement and Feedback

- Participate in parent surveys, curriculum sessions, and feedback forums constructively.
- Volunteer or contribute to school initiatives that align with the school's inclusive and inquiry-based philosophy.

11. Fee Structure and Payment

- Timely payment of school fees as per the communicated schedule is mandatory.
- Non-payment or delay in payment of fees will attract additional charges as per school policy.

By adhering to these Parent Partnership Guidelines, you help us create a safe, respectful, and globally minded learning environment for your child. The school appreciates your consistent support in building a positive educational journey where each student is empowered to become a confident, responsible, and compassionate global citizen.

Acknowledgement Form – Use of School Media
(To be submitted separately)

I, _____ (Parent/Guardian Name), parent/guardian of _____ (Student Name), hereby acknowledge that I have read the Parent Partnership Guidelines of the school in detail.

I consent to the use of my child's photographs and videos taken during school activities, events, or performances for the purposes of the school's internal and external media, including but not limited to newsletters, official website, and verified social media handles.

☐ I **give consent** for use of photographs/videos.

☐ I **do not give consent** for use of photographs/videos.

Signature of Parent/Guardian: _____

Date: _____

Acknowledgement Form – Parent Guidelines Compliance (To be submitted separately)

I, _____ (Parent/Guardian Name), parent/guardian of _____ (Student Name), acknowledge that I have carefully read and understood the Parent Partnership Guidelines shared by the school.

I agree to abide by the policies, procedures, and expectations set forth in the document, including those related to academic integrity, attendance, fee payment, school media usage, communication, and respectful conduct.

Signature of Parent/Guardian: _____

Date: _____