

Communication Management of the Deutsche Schule Izmir

At the Deutsche Schule Izmir, we place great importance on transparency and respectful interaction with one another. We see concerns, suggestions and feedback as opportunities for improvement and encourage prompt communication between those involved – especially between students themselves.

1. Purpose and Scope

This concept outlines the principles and procedures for handling concerns, suggestions, and feedback within the Deutsche Schule Izmir. It applies to all members of the school community – students, parents, teachers, administration, and school leadership. The aim is to deal with conflicts fairly, transparently, promptly, and in a solution-oriented manner.

2. Fundamental Principles

The handling of concerns, suggestions, and feedback is based on the binding **communication netiquette of the DSI**:

- We communicate openly and directly – honestly and with focus on solutions.
- We remain polite and respectful, regardless of the form of communication.
- There are fixed, transparent availability times.
- We use clear, binding communication channels.
- Responses are given promptly within the agreed time frames.
- We value diversity and respect all languages and cultures.

3. Definitions

- **Concern:** A personal or factual issue that needs to be addressed or clarified. This can include questions, requests for support, or problems.
- **Suggestion:** Proposals, ideas, or impulses intended to contribute to improvements or new solutions. These are generally constructive and positive.
- **Feedback:** A targeted and usually structured response regarding a performance, behaviour, or outcome. This can be positive (encouragement) or critical-constructive (suggestions for improvement). The aim is to promote development.

4. Roles & Responsibilities

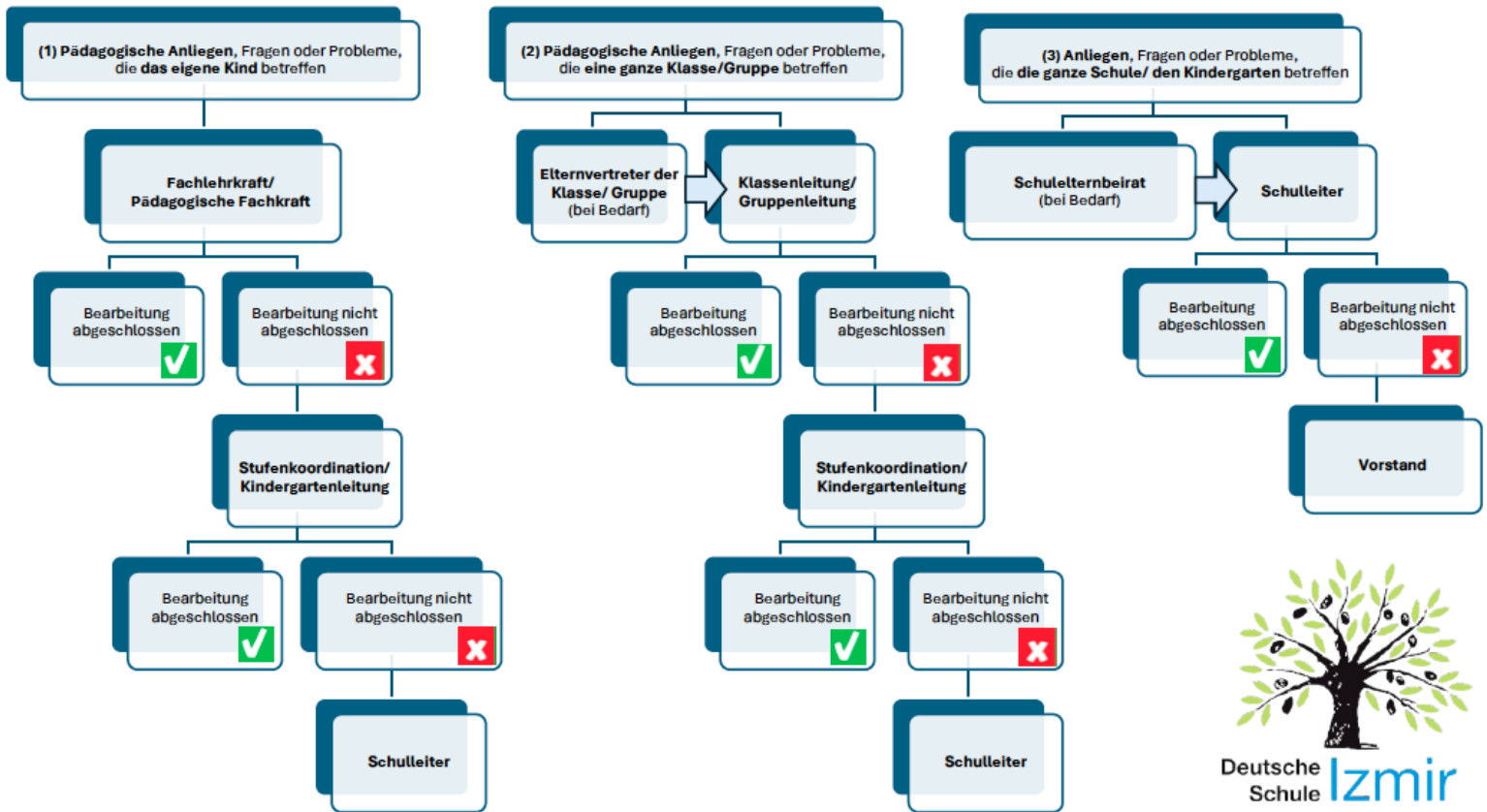
- **Subject teacher:** First point of contact for subject-related issues.
- **Class teacher:** Support for class-related issues.
- **Grade coordinator:** Handles escalated cases.
- **IB DP Coordinator:** Contact person for IB-related issues.
- **School leadership:** Decision-making in escalated or fundamental cases.
- **Parent council:** Support and advice for parents.
- **Board:** Handles school-wide structural issues.

5. Procedures

The handling of concerns follows the official communication pathways of the DSI. The sequence depends on the scope of the matter:

1. **Topics concerning one's own child:**
 - a) Subject teacher → b) Level coordinator/Kindergarten leader → c) School leadership.
2. **Topics concerning an entire class/group:**
 - a) Parent representative (optional) → b) Class/group teacher → c) Level coordinator → d) School leadership.
3. **Topics concerning the entire school:**
 - a) School parent council (optional) → b) School leadership → c) Board.

Official communication pathways of the DSI:



6. IB-Specific Procedures

For IB-related issues, the IBO guidelines apply in addition:

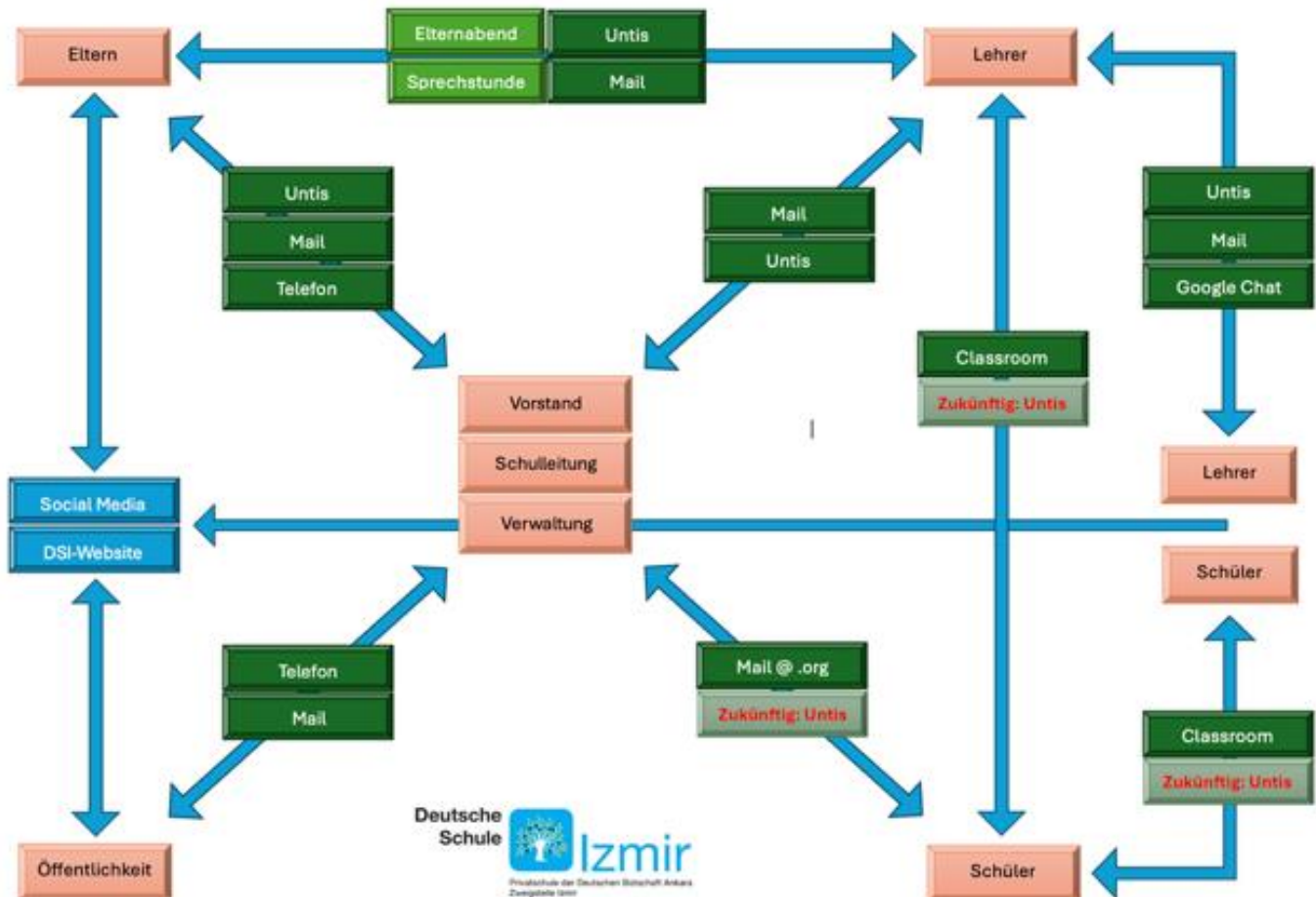
- **Academic complaints:** IA/EE/TOK assessments
 - Initial discussion with the subject teacher, if necessary IB DP Coordinator
 - Possibility of an Enquiry Upon Results (EUR).
- **Academic misconduct:** Procedures according to the Academic Honesty Policy.
- **Access and Inclusion:** Procedures according to the Inclusion Policy.

7. Channels & Availability

The channels defined in the internal communication concept are binding. Concerns, suggestions, and feedback may be submitted:

- via personal meetings (by appointment)
- In writing, via email to the relevant functional addresses (e.g., schulleitung@ds-izmir.com)

The school commits itself to the following communication channels:



8. Accessibility and Communication of Procedures

At the beginning of each school year, parents receive a written information letter outlining updates and the official communication pathways of the school. The procedures are also explained and discussed during the parent meetings (Elternabend) in September. The presentation used in these meetings is shared with all parents afterwards, together with the minutes of the meeting. These procedures are also explained to the students during the introductory sessions in the first school week (Methodentage).

To ensure ongoing accessibility, the procedures are published in the school's internal regulations and on the school website. This guarantees that both students and parents/legal guardians have continuous and transparent access to the procedures for complaints and appeals.

9. Documentation

All concerns, suggestions, and feedback are documented.

10. Review and Further Development

This concept is reviewed every two years. It forms part of the overall communication concept and is published in the school's internal regulations and on the school website.