



Ref: POL05-NPS-2025-EN-01

Orig: EN

## Family-School Communication Protocol

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Alicante, February 2025

Approved by the Joint Educational Council (JEC) on 16.01.2025

## 1. General Family-School Communication Protocol

To ensure proper follow-up, parents/legal guardians<sup>1</sup> of a student are invited to adhere to the following protocol when they need to communicate with the school (for the communication of pupils' absences, please refer to chapter 2):

### Nursery and Primary Cycle

For any queries regarding school organisation, communication should be sent to the Secretariat [ALI-NURSERY-PRIMARY-SECRETARIAT@eursc.eu](mailto:ALI-NURSERY-PRIMARY-SECRETARIAT@eursc.eu) , copying the Deputy Director [ALI-DEPUTY-DIRECTOR-NURSERY-AND-PRIMARY-CYCLE@eursc.eu](mailto:ALI-DEPUTY-DIRECTOR-NURSERY-AND-PRIMARY-CYCLE@eursc.eu)

For communications related to pupil's absences, see specific instructions.

For matters related to discipline, schedules, compulsory school trips, etc. communication should be sent to the Assistant Deputy Director [ALI-ASSISTANT-DEPUTY-DIRECTOR-NURSERY-AND-PRIMARY-CYCLE@eursc.eu](mailto:ALI-ASSISTANT-DEPUTY-DIRECTOR-NURSERY-AND-PRIMARY-CYCLE@eursc.eu) copying the Deputy Director [ALI-DEPUTY-DIRECTOR-NURSERY-AND-PRIMARY-CYCLE@eursc.eu](mailto:ALI-DEPUTY-DIRECTOR-NURSERY-AND-PRIMARY-CYCLE@eursc.eu)

For issues related to the payment of school-issued invoices, communication should be sent to [Ali-billing@eursc.eu](mailto:Ali-billing@eursc.eu) , copying the Deputy Director for Finance and Administration, [Ali-deputy-director-finance-and-administration@eursc.eu](mailto:Ali-deputy-director-finance-and-administration@eursc.eu)

For curriculum matters or issues related to the relationship with teachers, communication should be sent directly to the relevant teacher.

If the communication does not receive any reply, a reminder should be sent to the same recipients.

In any case, if the issue remains unresolved after the first level of exchanges, communication should be sent to the relevant Deputy Director, referring to the previous exchanges.

### Secondary Cycle

For any queries regarding school organisation, communication should be sent to the Secretariat [ALI-SECONDARY-SECRETARIAT@eursc.eu](mailto:ALI-SECONDARY-SECRETARIAT@eursc.eu) , copying the Deputy Director [ALI-DEPUTY-DIRECTOR-SECONDARY-CYCLE@eursc.eu](mailto:ALI-DEPUTY-DIRECTOR-SECONDARY-CYCLE@eursc.eu)

For communications related to pupil's absences, see specific instructions.

For matters related to discipline, schedules, etc. communication should be sent to the Pedagogical Advisor responsible for the student's level of integration, copying the Deputy Director [ALI-DEPUTY-DIRECTOR-SECONDARY-CYCLE@eursc.eu](mailto:ALI-DEPUTY-DIRECTOR-SECONDARY-CYCLE@eursc.eu) and the Assistant Deputy Director for Secondary Cycle [ALI-ASSISTANT-DEPUTY-DIRECTOR-SECONDARY-CYCLE@eursc.eu](mailto:ALI-ASSISTANT-DEPUTY-DIRECTOR-SECONDARY-CYCLE@eursc.eu)

For issues related to the payment of school-issued invoices, communication should be sent to [Ali-billing@eursc.eu](mailto:Ali-billing@eursc.eu) , copying the Deputy Director for Finance and Administration, [Ali-deputy-director-finance-and-administration@eursc.eu](mailto:Ali-deputy-director-finance-and-administration@eursc.eu)

For curriculum matters or issues related to the relationship with teachers, communication should be sent directly to the relevant teacher(s).

If the communication does not receive any reply, a reminder should be sent to the same recipients.

In any case, if the issue remains unresolved after the first level of exchanges, communication should be sent to the relevant Deputy Director, referring to the previous exchanges.

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<sup>1</sup> From now on, the term 'parents' will be used to refer to both.

## 2. Family-School Communication Protocol on Pupils' Absences

### PUPILS' ABSENCES ON *PERSONAL GROUNDS*:

To be justified, absences on personal grounds require prior approval from the School Management, at least one week in advance. Requests should be sent as follows:

#### NURSERY AND PRIMARY:

Deputy Director [ALI-DEPUTY-DIRECTOR-NURSERY-AND-PRIMARY-CYCLE@eursc.eu](mailto:ALI-DEPUTY-DIRECTOR-NURSERY-AND-PRIMARY-CYCLE@eursc.eu) , with a copy to the class teacher and [LIST-ALI-ABSENCES-NUR-PRI@eursc.eu](mailto:LIST-ALI-ABSENCES-NUR-PRI@eursc.eu)

#### SECONDARY:

Deputy Director [ALI-DEPUTY-DIRECTOR-SECONDARY-CYCLE@eursc.eu](mailto:ALI-DEPUTY-DIRECTOR-SECONDARY-CYCLE@eursc.eu) , with a copy to the corresponding pedagogical advisor (see contacts below)

### PUPILS' ABSENCES *DUE TO ILLNESS*:

#### NURSERY AND PRIMARY:

When a pupil is unable to attend school, parents or guardians must inform the **teacher** and [LIST-ALI-ABSENCES-NUR-PRI@eursc.eu](mailto:LIST-ALI-ABSENCES-NUR-PRI@eursc.eu) as follows:

- 1st day of absence: By email to [LIST-ALI-ABSENCES-NUR-PRI@eursc.eu](mailto:LIST-ALI-ABSENCES-NUR-PRI@eursc.eu)
- From the 3rd day of absence: A doctor's note and/or any supporting document must be sent by email to [LIST-ALI-ABSENCES-NUR-PRI@eursc.eu](mailto:LIST-ALI-ABSENCES-NUR-PRI@eursc.eu) to justify the absence.

#### SECONDARY:

- 1st day of absence: A phone call must be followed by a written confirmation via email to the appropriate **pedagogical advisor**.
- From the 3rd day of absence: A doctor's note and/or any supporting document must be sent by email to the **pedagogical advisor** to justify the absence.
- Special case: To justify the absence of a secondary pupil from a test or exam, a doctor's note is necessary.

Contact emails for Secondary absences:

- S1, S2, S3: [ALI-ADVISOR-S1-S3@eursc.eu](mailto:ALI-ADVISOR-S1-S3@eursc.eu)
- S4, S5: [ALI-ADVISOR-S4-S5@eursc.eu](mailto:ALI-ADVISOR-S4-S5@eursc.eu)
- S6, S7: [ALI-ADVISOR-S6-S7@eursc.eu](mailto:ALI-ADVISOR-S6-S7@eursc.eu)