

Parent Communication Guidelines – Whom to Approach

At Silver Fern International School, we value open communication and encourage parents to reach out when they have questions, concerns, or suggestions. To ensure clarity and efficiency, kindly follow the communication pathway below:

1. Classroom/Academic Concerns

- **First Point of Contact:** Your child's Homeroom Teacher
- **If further support is needed:** Mr. Alex, PYP Coordinator (for curriculum, teaching, and learning matters).

2. Student Wellbeing / Behavior / Social-Emotional Needs

- **First Point of Contact:** Homeroom Teacher
- **If needed:** Mr. Alex, PYP Coordinator
- **For serious or unresolved matters:** Ms. Rizwana Amin, Head of School

3. Administrative Matters (fees, transport, admissions, uniforms, etc.)

- **First Point of Contact:** Mr. Nong, School Office / Administration Team
- **If needed:** Ms. Soay, Finance Officer, Ms. Rachelle, Receptionist
- **For unresolved issues:** Ms. Rizwana Amin, Head of School

4. General School Policies / Feedback / Escalated Concerns

- **First Point of Contact:** Ms. Rizwana Amin, Head of School, Khun Thongbai Sawatpon, Thai Principal.

☒ Important Note for Parents:

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- Kru Yahya will be in all the meetings as translator.
- Always begin by discussing matters with the teacher most directly involved.
- If the concern remains unresolved, kindly follow the escalation path above.
- This ensures efficient communication and helps us address your concern in the most effective way.