



Parent-School Communication

Tokyo West International School (TWIS) will always value the essential of communication between parents and school. We understand that parents will expect to be well informed about their child's development and progress. Therefore, should there be any questions, concerns or comments, please do not hesitate to contact us by phone or email. To ensure the effectiveness and smooth communication, please follow the following guidelines:

- a. Questions or concern regarding day-to-day school matters, event, or other issues that you can't tell teacher, please contact the TWIS admin (admin@tokyowest.jp)
- b. Questions or concern regarding academic, classroom and behavior issues, please follow the following steps:

Step 1 - Communicate with the homeroom teacher

Please kindly send a personal message through the class dojo to the homeroom teacher.

Step 2 - Communicate with the Admin Office

If the questions and issues haven't been solved or if there is still a question, you may contact the administrator at admin@tokyowest.jp. The administrator will directly convey the message to the academic team leaders to be solved. If it is necessary to meet the teacher or other staff, please make an appointment through the admin email.

Step 3 - Contact the Headmistress

In case the issues have not been resolved through step 1 and 2, you may bring it directly to the attention of the headmistress of school.

Note:

- ※ Please note the responses can sometimes be delayed.
- ※ Teachers and staff may need some time to collect necessary information before responding.
- ※ Please note that due to confidentiality, the information shared from school to parents may be limited.
- ※ Please work collaboratively to solve the problems.
- ※ Please collaborative with an open mind and assume a shared best interest for your child.

Conference and Communication Guidelines:

- The school does not follow an open school policy. Parents/guardians are not permitted to enter the school campus grounds freely at any given time.
- Daily activities will be posted on ClassDojo by the homeroom teachers.
- Please contact your homeroom /subject teacher via Class Dojo for any communications regarding educational matters.
- Parents/guardians who wish to meet with teachers, the school headmistress or administrators in person, must make a prior appointment through the administration office.
- No gratuities for teachers are accepted.