

Communication between Home and School

Practical information for parents and legal guardians · Published October 2026

Introduction to respectful communication

A child's education rests on a partnership between school and home, built on communication that is open, sincere and respectful. Where that communication is good, problems are identified early and resolved quickly. This guide sets out how that partnership works in practice: the chain and channels of contact, and where the Deans fit in.

We recognize the important role parents and guardians play in supporting their child's education. We encourage students to take increasing responsibility for their education and to communicate directly with their teachers, Form Tutor (KV), Deans or other relevant members of staff. This transition is an important part of developing independence and learner agency. Once a student reaches the age of 18, however, the nature of this communication changes. Under Austrian school law, the student is legally responsible for their own school matters. The school will therefore communicate directly with the student and will not routinely provide parents or guardians with information about the student's academic progress, attendance, behaviour or other individual school matters. If an adult student wishes their parents or guardians to remain involved, they may give the school their consent (in writing) to share relevant information with them. In such cases, we are happy to continue supporting constructive communication between the student, their family and the school.

Chain of contact

Concerns should be raised at the level closest to the matter and escalated only if they remain unresolved. Going straight to a more senior contact does not make the process faster. The message is normally passed back down to the person who has the relevant information and is best placed to address the matter.

Level	Contact	Typical matters
1	Subject teacher	The individual subject: homework, classwork, assessments, marks, subject-specific difficulties
2	Form teacher (Klassenvorstand*in, KV)	Matters across several subjects, friendships and class dynamics, absence, the overall picture of the student
3	Deans of Student Affairs	Pastoral, behavioural and intercultural matters; concerns unresolved at Level 2 (role explained below)
4	DP Coordinator (Diploma Programme matters), otherwise the Principal	Programme requirements, deadlines, CAS, EE, TOK; concerns unresolved at Level 3
5	Principal	Formal complaints, safeguarding matters, matters governed by Austrian school law

A child's safety

Contact the school office on 0662 4396160 when the Sekretariat is open (please see more on the school website, at <https://www.bgzaunergasse.at/kontakt/>); the Principal is alerted immediately. Outside school hours, or where a child is in immediate danger, contact the emergency services (133 / 144) or the Kinder- und Jugendhilfe Land Salzburg directly.

(more information at <https://www.salzburg.gv.at/themen/soziales/kinder-und-jugendhilfe>).

The school doctor is present on Mondays, Tuesdays and Wednesdays and can be reached at 0662 43961618; her role is medical. The youth social worker (Jugend-Sozialarbeiterin) is present on Mondays and Wednesdays and reachable at fischer@bgzaunergasse.at, and the school psychologist is available on Thursdays and reachable at obri@bgzaunergasse.at. Note that these schedules may change each academic year, so please check the school website for the most up to date information.

Channels of contact

Teachers teach for most of the school day and read emails between lessons, not during them. A holding reply (that the email has been seen) counts as an acknowledgement where a full answer needs more time.

Type of contact	Note
Email to a teacher	Official school email address or eduFLOW only.
Email to a Coordinator or Dean of Students	Email to be sent to the relevant coordinator (EE, CAS, TOK or DP) via their teacher email address (or office@salis.or.at if you are unsure); or for the Deans, deanoffice@bgzaunergasse.at .
Formal written complaint to the Principal	Full response follows the complaints procedure (the Internal Complaints Procedure can be found on our website under SALIS Policies). Generally, the Principal is contacted via the Secretary.
Request for a meeting	By appointment; not at drop-off or reception. Meetings with teachers during their Sprechstunden can also be arranged.
Matters concerning safety	By telephone to the school secretary (0662 4396160) or the relevant contact above in the heading 'A child's safety'; do not rely on email for urgent matters.
Evenings, weekends, public holidays, Ferien (school holidays)	Staff are not required to monitor their email outside school hours.

Efforts will be made to respond in a timely manner. Please call the appropriate contact (as explained above) for urgent matters regarding safety, rather than sending an email which may take some days to respond to. For all other matters, please refrain from repeated emails until a reasonable time has passed, taking school holidays, weekends and classroom time into account.

Who Does What at SALIS

A quick guide to who each member of staff is, and what they're there for.

Subject teachers

The first point of contact for the individual subject — homework, classwork, assessments, marks and subject-specific difficulties. They explain how a grade was reached and what a student could do differently.

Form teacher (Klassenvorstand*in, KV)

Holds the overall picture of the student — friendships, class dynamics, absences and matters that span several subjects. The next step for anything unresolved with the subject teacher.

The Deans

Two Deans support the whole school community — listening, supporting, connecting and finding solutions for class teachers and KVs, subject teachers, students and parents. The Deans of Student Affairs are the contact for pastoral, behavioural and intercultural matters, pairing with a tutor and for anything unresolved with the KV.

DP Coordinator

Handles Diploma Programme matters (requirements, deadlines, general IB matters) and ensures assessment is consistent with IBO regulations. Additionally, each component of the IB core (CAS, EE and TOK) has a dedicated teacher who handles coordination of those specific components.

Principal

Handles formal complaints, safeguarding matters, and anything governed by Austrian school law — the final step in the chain of contact.

Language and translation

Staff communicate in English and, where needed, in German. If it is easier to set out a concern in your first language, please feel free to write your email in both your first language and a translation in English, so that any potential translation issue can be resolved by comparing with your first language as needed. Induction for new families includes a short session on how to contact the school, offered in English and German.

Use of electronic devices in school

For Unterstufe students, the use of cell phones is not allowed throughout the entire school day (including during breaks). They must be either locked away in their locker or in their backpacks (in flight mode or turned off). They can be used only if the teachers ask them to take them out for the purpose of a school task requiring digital tools, though this will primarily be done via their school provided laptops. The same policy applies to smart watches. The only electronic device that is allowed for doing school work during free periods is the laptop.

Parent messaging groups

Parent-organised messaging groups are useful for reminders, organising lifts and settling in, and the school has no wish to join or monitor them. Two practical points are worth knowing: a group of thirty adults is not a private space in law, and a concern raised only in a group reaches everyone except the one person able to act on it: the school. We ask you to respect the privacy of students and staff in your communication, in accordance with the GDPR.

Professional judgement, grades and reports

A grade is a professional judgement about a piece of work, measured against published criteria, not a personal opinion. You are always entitled to:

- An explanation of how a grade was reached, and against which criteria

- Sight of the rubric, mark scheme or descriptors used to evaluate the work

- A review of the process, where you believe the published criteria were applied incorrectly — raised with the subject teacher, then the KV

A review checks the process and can move a grade either way; it is not a renegotiation, and statutory rights of appeal under Austrian school law are unaffected. Where you believe assessment was not applied fairly, this is raised formally and in writing with the Principal.

Preventing communication breakdown

A few simple measures reduce most misunderstandings before they start:

- This guide is issued to every family upon admission and at the start of each year

- Class and year representatives are briefed on the chain of contact and the role of messaging groups

Staff receive guidance on responding to correspondence, with support from the Deans of Students and the Principal