

To Parents, Guardians, and Members of the Community

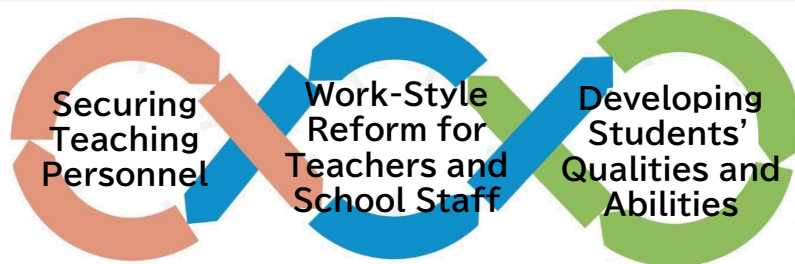
— *To Maintain and Improve Good Relationships Between Families, the Community, and Schools* —



●We are implementing a wide range of initiatives to provide higher-quality education.

We are implementing a wide range of initiatives to ensure that families, local communities, and schools respect one another, place the best interests of students as the highest priority, reduce the workload of teachers and school staff, and enable more enriching educational activities.

In particular, by advancing work-style reforms for teachers and staff while simultaneously securing and developing human resources, we aim to ensure sufficient time for teachers to engage directly with children and to further enhance their professional expertise. Through these efforts, **we seek to create a positive cycle that contributes to the development of students' qualities and abilities.**



▶ **Toward Improving the Quality of Education for Our Students**

●To foster mutual respect between families, local communities, and schools, and to build even stronger relationships

We believe that families, local communities, and schools are important partners in supporting the growth and development of students. We will sincerely listen to and carefully consider the opinions, requests, and other feedback directed to schools, while taking into account the circumstances and realities of each school.

In order to promote schools that work together with their local communities, it is essential for families, communities, and schools to **respect one another and cooperate closely as one. We therefore kindly ask for your continued understanding and cooperation with the initiatives of schools and the Board of Education.**

May 2026 Kawasaki City Board of Education

What We Ask of Parents, Guardians, and Community Members

— *We have established rules for phone calls and in-person meetings.* —

In most cases, opinions and feedback directed to schools are addressed through cooperation between parents or guardians and schools while carrying out educational activities. However, **there are some instances in which words or actions go beyond what is considered socially acceptable.**

Creating a safe and secure working environment for teachers and school staff leads to more fulfilling educational activities. As one of these efforts, **we formulated the “Manual for Responding to Unreasonable Demands and Other Inappropriate Conduct at Schools” in May 2026**, which outlines our response policies when schools face unreasonable demands or similar situations.

We ask for the understanding of parents, guardians, and community members regarding the purpose of this manual, and we respectfully request your cooperation with the following points.

● About Consultations by Phone or In-Person Meetings

- **Please contact schools on weekdays and within teachers’ official working hours.** (Outside working hours, an automatic voice message will indicate that school operations have ended.)
- In principle, **in-person meetings should be scheduled in advance and held at the school during weekdays and within teachers’ working hours.** (Contact from schools will also be made during working hours, except in emergencies. When necessary, schools may contact designated emergency phone numbers.)
- In principle, **phone calls and meetings are limited to 30 minutes** (up to 60 minutes if an extension is deemed necessary). Phone calls and meetings may be recorded and retained.
- A call-recording system will be introduced during fiscal year 2026, and calls will be recorded. In such cases, an announcement such as “Calls may be recorded for service improvement” may be played.
- Repeated inquiries regarding the same matter may be declined.

● About Staff Responding to Inquiries

- Except for regularly scheduled meetings, responses will in principle be handled by multiple teachers. Depending on the situation, staff from the Board of Education office, legal counsel, or other specialists may attend meetings, or another staff member may respond in place of the person in charge.

— *We have established rules for phone calls and in-person meetings.* —

● About Matters Schools Cannot Respond To

- Schools may not be able to respond to opinions or requests related to incidents that occur outside school (including on social media) or to matters that are difficult to resolve at the school level.
- Schools may not be able to respond to requests to participate in local community events held in the evenings on weekdays, or on weekends and holidays.

● About Unreasonable Requests

- If unreasonable demands or illegal acts are confirmed, meetings and other consultations may be suspended, and the police may be contacted.

※ Examples of unreasonable demands or excessive complaints

Violent or abusive language, actions involving violence, behavior involving shouting in anger, prolonged detention through phone calls or in-person meetings, excessive demands that go beyond what schools can reasonably respond to, demands lacking reasonableness, and persistent or coercive requests accompanied by threatening behavior.

Consultation resources for different needs

— Contacts and Consultation Services for School Matters and Your Child —

We provide a variety of consultation services regarding school matters and matters concerning your child. Please feel free to contact us at any time depending on your needs and concerns.

* Please note that consultation services are available in Japanese only. Please ask someone that speaks Japanese to help you.

● Educational Counseling Office

- We accept general consultations regarding education and school-related matters.
- In-person consultations are also available.
(7th Floor, South Building, Kawasaki City Hall)

Office Hours: Weekdays, 9:30 a.m. – 5:00 p.m.

Phone: 044-200-3288

● Telephone Consultation Hotline

- We accept consultations regarding concerns about corporal punishment and relationships with teachers.
- In-person consultations are also available.
(7th Floor, South Building, Kawasaki City Hall)

Office Hours: Weekdays, 9:30 a.m. – 5:00 p.m.

Phone: 044-200-3289

● Education Offices in Each Ward

- For matters related to schools within your ward, please contact the education office of your ward.

Kawasaki Ward : 044-201-3325

Saiwai Ward : 044-511-7205

Nakahara Ward : 044-722-8095

Takatsu Ward : 044-861-5624

Miyamae Ward : 044-888-4035

Tama Ward : 044-935-3795

Asao Ward : 044-951-1405

Office hours : Weekdays, 8:30 a.m. – 5:15 p.m.

● Kawasaki City Comprehensive Education Center

- We accept consultations regarding friendships, bullying, and internet-related issues among elementary, junior high, and high school students, as well as any other concerns you may have about your child.

[Telephone Consultation]

Office Hours: Weekdays, 9:00 a.m. – 4:30 p.m.

Phone: 044-844-3700

[24-Hour Child SOS Hotline]

Toll-Free: 0120-0-78310

Available 24 hours a day

[Email Consultation via Web Form]

- We accept educational consultations regarding bullying, difficulty attending school, school-related matters, learning, friendships, and family-related concerns.

Web Form ▶



- Consultations regarding internet-related issues are handled here.

For Internet-related issues, scan here ▶



Three Categories of School and Teacher Responsibilities

As part of efforts to reform teachers' work styles, the Ministry of Education, Culture, Sports, Science and Technology (MEXT) has established three categories of school and teacher responsibilities.

Three Categories of School and Teacher Responsibilities

In order to allow teachers to focus on duties that can only be performed by teachers, Boards of Education are expected to review operations in each region based on these classifications and reflect priority items in workload management and health measures implementation plans.

Schools, through discussions such as those held by School Management Councils, determine priorities and operate according to the circumstances of each school. In addition to these examples, it is necessary to continuously review operations based on discussions within local communities and each school.

Tasks to Be Handled by Entities Other Than Schools

1. Ensuring the safety of children during their commute to and from school
2. Patrolling and supervising students outside school premises after school hours, and responding when issues involving students are reported
3. Collection and management of school-related fees (including public accounting procedures)
4. Coordination and communication among stakeholders involved in community-school collaboration activities
5. Handling excessive complaints or unreasonable demands from parents or guardians that are difficult for schools to address

Tasks in Which Non-Teaching Staff Are Expected to Be Actively Involved

6. Responding to surveys and statistical reports
7. Preparation and management of school publicity materials and websites
8. Routine maintenance and management of ICT devices and network equipment
9. Management of school facilities and equipment such as school buildings and pools
10. School opening and closing, and facility management
11. Ensuring the safety of students during recess
12. Cleaning within school premises
13. Club activities

Teachers' Duties that Should be Reduced to Alleviate Their Workload by Means of Offloading to Specialized Staff, etc.

14. School catering-related matters
15. Preparation for lessons
16. Grading and administrative processing of learning assessments
17. Preparation and management of school events
18. Preparation for career guidance
19. Support for students in need and their families