



PARENTAL/CARER AND VISITOR CHARTER

At its core our ethos is built on respect, inclusivity and responsibility, nurturing students to be individuals within a family approach. Central to this ethos is a focus on relationships which demonstrate mutual respect and equality.

The school places value on treating each other, and our environment, with care, dignity and compassion, so that as members of the school and wider community we can make a difference.

Our aim is to ensure that all communications and discussions about students and their families are positive and move matters forward in a mutually respectful manner.

Our commitment as a school

We will:

- ensure that there is regular, proactive communication about your child's achievement and wellbeing
- respond to emails, phone calls or requests for meetings usually within three working days
- if there is an urgent matter, the school receptionist will ask an appropriate member of staff to deal with the issue as soon as possible

Our expectations of parents and carers

You will:

- ensure that any communication with the school, whether by email or telephone, is polite and respectful
- make use of information channels in place, such as the school website, for keeping up to date with routine information
- give an outline of what the issue is, to make sure the query is directed to the right person
- use the school mailbox or main reception telephone number as first point of contact (the school will forward your request to the appropriate staff member)
- ensure your emails are brief and clear
- refrain from sending multiple emails regarding the same query
- limit the number of people you send an email about a query
- understand that a teacher or member of staff may be unable to respond on the same day on which a query is made
- understand that teachers or other school staff will not respond outside of school hours, i.e., evenings, holidays or weekends
- use any school social media channels appropriately and any personal social media in a way that is not defamatory or abusive

If there is an in-person meeting, everyone must show mutual respect. The meeting will focus on resolving the issues that are relevant to that family or student.

No offensive language, insults or personal attacks on school staff will be tolerated. If any such incidents occur, the meeting or call can be terminated with immediate effect.

A parent, carer or student may only record a meeting or conversation with the express permission of all parties to that call or meeting.

The constraints on school resources make it essential that parents and carers use authorised school procedures in order to avoid diverting time and attention that must be invested directly in students' learning and wellbeing.

If a response has been given to a query, unless matters change, further responses will not be sent.

Unreasonable Communication

Please note that unreasonable, abusive or offensive communication, whether by email, social media, telephone, post or in person, is unacceptable, and the school reserves the right to address any such problems as they feel are appropriate.

The action that the school can take includes restricting correspondence to a specified email address, using a single person as a point of contact, using hard copy post, issuing a formal warning and/or placing restrictions on phone calls.

It is also important to be aware that parents and carers have an implied licence to enter a school site and in cases where behaviour is inappropriate, threatening or argumentative, this licence can be revoked.