

Alder Community High School Home - School Communication Charter

This Charter sets out how communication is managed to ensure that Alder is a positive place to work and learn. Effective communication between home and school is vital when sharing information and for the well-being of students, parents, carers and staff. 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. We know that when communication is respectful and students are supported by home and school, they can achieve their best possible outcomes.

In addition to parents' evenings, school events, etc., there may be occasions when parents or carers wish to communicate with Alder Community High School directly with questions or to share information related to their child. To make sure that this is timely and productive, the below principles will be applied:

Our commitment as a school. We will:

- Ensure that there is regular, proactive communication about your child's achievement and wellbeing.
- Make every effort to respond to emails, phone calls or requests for meetings within two working days.
- Respond to an urgent matter, by the school receptionist asking an appropriate member of staff to deal with the issue as soon as possible.
- Display polite, professional conduct at all times.
- Acknowledge receipt of emails sent to school admin.
- Refuse to engage in or respond to communication that is disrespectful abusive or aggressive (and take appropriate action to reinforce that this is not acceptable).
- Communicate with the parents/carers in the best interests of the student and seek to resolve any issues that arise.
- Work within established policies – including processes and timelines that have been ratified by the Governing Board.

Our expectations of parents and carers. You will:

- Ensure that any communication with the school, whether by email (admin@alderchs.uk), telephone (0161 368 5132) or face to face, is polite and respectful at all times.
- Make use of information channels in place, such as Class Charts or the school website, for keeping up to date with routine information.
- On telephone calls/emails/face to face, give a clear outline of what the issue is, to make sure the query is directed to the right person.
- Use the school admin mailbox or main reception telephone number as first point of contact (the school will forward your request to the appropriate staff member).
- 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 a member of staff may not be able to meet with you on the day a request for a meeting has been communicated.
- Understand that teachers or other school staff are not expected to respond outside of school hours, i.e., evenings, weekends or holidays.
- Contact school first and refrain from social media defamation.
- Expect that any disrespectful, aggressive or abusive behaviour or use of offensive language either online or on school premises will result in a ban from the school site and possible police involvement/legal action.
- Communicate with the school in the best interests of their child and seek to resolve any issues that arise.
- Accept that meetings or conversations must not be recorded without the knowledge and consent of all parties to the 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.



VISION: TO ALL BE OUTSTANDING IN ALL WE DO

ALTRUISM LEADERSHIP DIVERSITY EXCELLENCE RESILIENCE