

Parent Communications Charter

Ermine Street Church Academy

First approved by Governors	
Policy to be reviewed every 2 years	
Reviewed by Governors	

Introduction

We are very fortunate to have supportive and friendly families at Ermine Street Church Academy. We want our parents/carers to recognise that educating children is a process that involves partnership between parents/carers, classroom teachers and the whole school community. As a partnership, our parents/carers should understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our school. Parental engagement with their children's learning is important in supporting attainment and progress and parents have a legitimate right to understand what their child is learning at school.

However, contact between families and the school must be appropriate, proportionate and respectful, of both the professional knowledge, experience and skill of teaching and senior staff at the school and of the entitlement of staff at the school to some work/life balance.

Purpose

The purpose of this charter is to provide a guidance to all parents, carers and visitors to our school about their expected conduct. This is so we can continue to flourish and achieve our school ethos of *Serving others and Respecting everyone* in an atmosphere of mutual understanding.

The charter sets out

- The general principles underpinning the conduct of members of the school community.
- How it is expected that communication between parents/carers and the school will take place.
- What behaviour towards the school and members of the school community are deemed unacceptable and open to challenge by the school.
- The additional steps the school can take in respect of unacceptable behaviour by a parent or carers

General Principles

- Remember that the school is governed by the school rules and policies as decided upon by the Diocese of Ely Multi-Academy Trust, the Governing Body of the school and the Senior Leadership Team.
- Respect the caring ethos and values of our school;
- Understand that both teachers and parents need to work together for the benefit of the students;
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour

Communication

There are many reasons you might want to communicate with the school or a member of staff at the school. This could be simply a short Tapestry message, phoning in to report a child's absence or just informing the member of staff that your child has forgotten their PE kit or is complaining of feeling a little unwell. These short conversations to impart information are entirely necessary.

Communication Timeframes

Members of staff are extremely busy during the school day, particularly first thing in the morning. If you need to approach the school to help resolve any issues of concern:

- Make an **appointment to meet with the class teacher** in the **first instance**; or with a **senior Leader** following that.
- We will endeavour to **respond to telephone calls or emails within 5 school days of receipt**.
- Where you need to speak with a member of staff **make an appointment to do so at a time when they can give you their full attention**.
- **Staff communication is strictly limited to 8:30am to 5pm (both online and in person)**.
- Staff are only available the same day if there is an **urgent safeguarding concern**.
- **If you wish to correspond by email** this should be done through the school's central email address at Office@erminestreetca.org.uk making it clear in your message who it is for. This address is monitored regularly during the school day and emails forwarded to the appropriate member of staff or Governor.
- If the matter is still not resolved follow the procedure in the school's **Complaints Policy** which is available under the heading **Policies** on the school website.

Conduct

- Ensure that all such communications are polite and that you are always mindful of the right of the recipient to be treated with respect.
- When meeting face to face with members of staff to discuss any matters concerning your child's education or wellbeing in school approach the matter calmly and politely as this will also ensure progress can be made to address any issues or concerns. Remember that if you wish to speak with a member of staff it will normally fall to you to make a mutually convenient appointment.
- Please remember that staff have many responsibilities and try to refrain from sending any form of correspondence to members of staff or Governors at the school demanding an immediate response or a response within your own time frame as the matter will be addressed, where appropriate, in a time frame deemed appropriate by the recipient.

- Refrain from sending lengthy, frequent, demanding, or disrespectful emails to staff members, or those that make unsubstantiated accusations, as this will seriously undermine their ability to carry out their core role of educating the children in their care.
- When corresponding or speaking with staff in person do not use language that calls in to question their professional abilities or represents any form of personal attack or seek to direct how they carry out their professional roles or run the school. The running of the school is a matter for the Senior Leadership Team, the Governing Body and the Trust of the school.
- It is unacceptable to record telephone conversations with staff members or to record meetings with staff and/or Governors at the school. Meetings will normally be minuted and a copy of this will be shared with you to review.
- Please do not resort to any other form of criticism of the school, its staff or Governing Body or any other matters that relate directly to the school via a medium other than the school's complaints policy.
- When speaking with a staff member or any other member of the school community whether in person, on the telephone or by any other means of communication it is entirely inappropriate to raise your voice, use language that is disrespectful, rude, offensive, aggressive or threatening.
- Do not approach any other pupil in order to discuss a school incident, disagreement or disclosure.

Additional Steps by the school:

- The member of staff or Governor concerned may challenge the behaviour by asking the person concerned to stop using inappropriate behaviour or may end an unacceptable phone call or ask you to leave the school.
- The school may correspond in writing with a parent or carer to challenge behaviour that the school is finding unacceptable such as, for example, being rude to a member of staff, refusing to listen or sending too many emails making demands of the school.
- We trust that parents and carers will assist our school with the implementation of this policy and we thank you for your continuing support of the school