



THE MEADOWS PRIMARY

'LEARNING BY SHARING AND CARING'

COMMUNICATION CHARTER



Our Mission

Positive relationships between home and school are vital to good communication and for the wellbeing of pupils, parents, carers and staff. We have an 'Open Door' policy within our setting. We want you to know that we are approachable with your concerns, and we want you to feel listened to.

This Charter sets out how communication will be managed to make sure it is productive and supportive of the children at The Meadows. Our aim is to ensure that all communications and discussions with families are positive, supportive and move matters forward in a mutually respectful manner. In addition to parents' evenings, school events, etc., there may be occasions when parents or carers wish to communicate with the school directly with questions or information related to their child. To make sure that this is effective, these principles will be applied.

Our Commitment

We will:

- Ensure that there is regular, proactive communication about your child's achievement and wellbeing
- Respond to all emails, phone calls or requests for meetings within two working days
- If there is an urgent matter, the appropriate members of staff will be contacted and they will respond to you as soon as possible (this may be by email or telephone – not always in person if that member of staff is not available). The member of staff who takes the initial inquiry will make clear and concise notes, detailing what they will do next
- Display polite, professional and respectful conduct at all times
- Acknowledge receipt of an email – and confirm that a fuller response will be sent within two working days
- Record all concerns timely (on Dojo or on My Concern). If there is a question of bullying, these notes will then be collated into a document and monitored by the Head of School
- If information discussed on the phone outlines any actions the school is taking, these will also be confirmed by a follow-up email

Expectations of Parents

- 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, Parent Mail, newsletters, social media and calendar for routine information
- Give an outline of what the issue is, to make sure the query is directed to the right person
- Use the teacher's email or main reception telephone number as first point of contact (the school will forward your request to the appropriate staff member).
- We highly encourage the use of email so that the concerns are clearly addressed. We are aware that when subjects are emotive then it can be difficult to ensure all your points are made.
- Understand that a teacher or member of staff may be unable to respond on the same day/immediately due to prior commitments e.g. teaching, planned meetings
- Understand that teachers or other school staff will not respond outside of school hours, i.e., evenings or weekends
- Understand that teachers will only respond within the hours of 08:00–3:30 on working days
- Use any school social media channels appropriately and any personal social media in a way that is not defamatory or abusive

In-person meetings

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

Meetings involving complaints, safeguarding or bullying concerns

- Teachers will provide a summary of the meeting, including the agreed actions. These actions will be dated to ensure everyone is aware of the timeframe and next steps. A review meeting will be scheduled to discuss the impact of the actions created. This is further clarified on the next page.
- **For emergencies**, please contact the school office and request to speak to the Head of School, Miss Parry. Communications and discussions which are positive, supportive and mutually respectful move matters forward to further improve the experiences for children.

URGENT ISSUES - INCLUDING (BUT NOT LIMITED TO) SAFEGUARDING AND BULLYING CONCERN

Initial Inquiry: Contact the office and request to speak to Miss Parry. If she is available, she will take the call. If she is not available, she will aim to contact you the same day or delegate to the appropriate contact. We aim to reply to all communication within 48 hours.

Where necessary, a meeting will be scheduled to discuss the matter in person. This could be with the class teacher or a member of SLT depending on the issue.

A review meeting will be scheduled to review the impact of the actions in place.

If a meeting is scheduled to discuss a complaint, safeguarding issue or bullying concern, we will make notes and record any actions with clear time frames. Parents will receive a copy.

Contact Details

Office

- Mrs Cooper – Office Manager
- office@meadows.set.org
- 01782 750313

EYFS (Reception and Nursery)

- Miss Coleman – Early Years Lead; DSL (Designated Safeguarding Lead)
- Class1@meadows.set.org
- 01782 498105

Kingfishers (Year 1 and Year 2)

- Mrs Farrand (Reception and Nursery)
- Senior Leader; DDSL (Deputy Designated Safeguarding Lead)
- Class2@meadows.set.org

Owls (Year 3 and 4)

- Miss Sutcliffe
- Class3@meadows.set.org

Hawks (Year 5 and 6)

- Miss Whiteside (SENCo)
- Class4@meadows.set.org

Interim Head of School*

- Miss Parry (Designated Safeguarding Lead, Designated Teacher for LAC)
- headteacher@meadows.set.org
- 01782 750313

*Please note: in most cases, your first point of contact should be the class teacher