



## Home - School Communication Charter

Communication between home and school is vital to good communications and for the well being of pupils, parents, carers and staff.

This Charter sets out how communication will be managed to make sure it is productive.

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.

If an emergency situation arises, it is important that you contact us as soon as possible on 01332 572154 and explain what has or is happening.

### 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 within **three** working days (of course if there is an urgent matter, the school admin team will ask a member of the Senior Leadership Team to deal with the issue as soon as possible)
- display polite, professional conduct at all times

### Our expectations of parents and carers

#### You will:

- make use of information channels in place, such as the school website and twice half-termly newsletters, for keeping up to date with routine information
- use the year group email address e.g. year\_@djf.srscmat.co.uk to contact the class teacher as first point of contact with regards to day to day queries, issues or concerns
- use the school [admin@djf.srscmat.co.uk](mailto:admin@djf.srscmat.co.uk) mailbox or main reception telephone number 01332 572154 for general enquiries or to report absence from school
- 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 may be unable to respond on the same day on which a query is made and that teachers or other school staff will not respond outside of school hours, i.e., evenings or weekends
- ensure that any communication with the school, whether by email, or in person telephone, is polite and respectful

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 pupils' learning and wellbeing.

**Please note that unreasonable, abusive or offensive communication and conduct is unacceptable, and the school reserves the right to address any such problems as they feel are appropriate. This can include restricting correspondence to a specified email address, using a single person as a point of contact or using hard copy post and/or by placing restrictions on phone calls. Parents and carers have an implied licence to enter a school site, in cases where behaviour is inappropriate, threatening or argumentative, this licence can be revoked.**

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