



Thorpe Acre Junior School



Thorpe Acre Infant School

Communication Charter

Reviewed

: November 2025

Learning, Working and Succeeding Together
Reaching High, Learning and Growing Together

Safeguarding Statement

At Thorpe Acre Junior School and Thorpe Acre Infant School, we respect and value all children and are committed to providing a caring, friendly and safe environment for all our pupils so they can learn, in a relaxed and secure atmosphere. We believe every pupil should be able to participate in all school activities in an enjoyable and safe environment and be protected from harm. This is the responsibility of every adult employed by, or invited to deliver services at Thorpe Acre Junior and Infant Schools. We recognise our responsibility to safeguard all who access school and promote the welfare of all our pupils by protecting them from physical, sexual and emotional abuse, neglect and bullying.

GDPR Statement

Data will be processed to be in line with our requirements and protections set out in the UK General Data Protection Regulation, Data Protection Act as amended by the Data (Use and Access) Act 2025.

Equality Impact Statement

We have carefully considered and analysed the impact of this policy on equality and the possible implications for pupils with protected characteristics, as part of our commitment to meet the Public Sector Equality Duty (PSED) requirement to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations.

Communication between home and school is vital to good communications and for the wellbeing 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 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
- acknowledge receipt of an email and confirm that a fuller response will be sent within three working days.
- respond to phone calls or requests for meetings usually within three working days
- if there is an urgent matter, the school will ask an appropriate member of staff to deal with the issue as soon as possible
- display polite, professional conduct at all times

Our expectations of parents and carers

You will:

- ensure that any communication with the school, whether face-to-face, by email or telephone, is polite and respectful
- make use of information channels in place, such as Weduc and 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 to communication, outside of school hours, i.e., evenings, weekends or holidays.

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 pupil.

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

A parent, carer or pupil 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 pupils' learning and wellbeing.

Please note that unreasonable, abusive or offensive communication 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.

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