



Home - School Communication Charter

Positive relationships between home and school are vital to good communication 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 and supportive of the children at Woodford. 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 as a school

We will:

- ensure that there is regular, proactive communication about your child's achievement and wellbeing.
- respond to emails, dojo messages, phone calls or requests for meetings usually within two working days.
- if there is an urgent matter, the school administration team will ask an appropriate member of staff to deal with the issue as soon as possible.
- 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/three working days.

Our expectations of parents and carers

Parents and Carers will:

- 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, Class Dojo and newsletters, 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 email or main reception telephone number as first point of contact (the school will forward your request to the appropriate staff member).
- ensure emails and Class Dojo messages are brief and clear.
- refrain from sending multiple emails regarding the same query.
- 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 08:00-18:00 on working days.
- use any school social media channels appropriately and any personal social media in a way that is not defamatory or abusive.

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. A parent, carer or pupil may only record a meeting or conversation with the express permission of all parties to that call or meeting. Teachers will provide a summary of the meeting, including the agreed actions.

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.

Contact Information

Communication regarding your child's education and wellbeing:

- Contact class teachers using the messaging element of Class Dojo between the hours of 8:00-18:00.
- If the issue requires further information, contact the phase leader via Class Dojo.
EYFS/KS1 Mr Bennett
KS2 Miss Ritchie

Communications regarding behaviour:

- Contact class teachers using the messaging element of Class Dojo between the hours of 8:00-18:00.
- If the issue requires further information, contact the phase leader via Class Dojo.
EYFS/KS1 Mr Bennett
KS2 Miss Ritchie
- If the matter is unresolved, Mr Bennett and Miss Ritchie will consult with the Deputy Headteacher or the Headteacher.

Communication regarding attendance:

- Telephone the school office on 01752 336228.
- Email Woodford.primary.school@plymouth.gov.uk

Communication regarding safeguarding:

- Please email safeguarding@wps.plymouth.sch.uk

Communication regarding special educational needs:

- Contact class teachers using the messaging element of Class Dojo between the hours of 8:00-18:00.
- If the issue requires further information, contact the SENDCo via Class Dojo.
SENDCO Miss Ritchie

Communication that requires the attention of the deputy head or headteacher:

- Contact Mr Rose or Mrs Patrick using the messaging element of Class Dojo between the hours of 8:00-18:00 or email Woodford.primary.school@plymouth.gov.uk

For general enquiries, please contact the school office on 01752 336228.

For emergencies, please contact the school office and request to speak to the Headteacher, Mrs Patrick.

Communications and discussions which are positive, supportive and mutually respectful move matters forward to further improve the experiences for children at Woodford Primary School.