



Wreake Valley Academy Home - School Communication Charter

Communication between home and school supports students, parents, carers and staff wellbeing and success.

This Charter explains how we can all work together to keep communication positive, respectful and effective.

Our Commitment to You

We will:

- Share regular updates about your child's progress and wellbeing through the Arbor Parent Portal & Arbor App, Parents' Evenings, Progress Reports.
- Reply to emails or phone messages usually within **two working days**.
- Treat all communication with respect and professionalism.
- Prioritise urgent matters quickly — please tell reception if there is an urgent matter, they will ask an appropriate member of staff to deal with the issue as soon as possible.

What We Ask from Parents and Carers

Please:

- Be **polite and respectful** in all communication.
- Check the school website and Arbor app for updates before contacting us.
- Use **main reception** or your **child's Tutor** as your first point of contact.
- Outline your query when speaking to Reception so that they can direct you to the most appropriate member of staff.
- Keep emails **short and clear** and avoid sending emails to multiple members of staff.
- Understand that teachers may not reply the same day or outside of school hours (evenings/weekends).

- Use social media responsibly — never to criticise or attack staff or students.
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Meetings

- All meetings must be **booked in advance** — staff cannot meet without notice.
 - Meetings should stay calm, respectful, and focused on your child.
 - Any abusive or offensive language will end the meeting or call immediately.
 - Recording conversations or meetings is only allowed with all parties permission.
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Unacceptable Behaviour

Abusive or unreasonable communication will not be tolerated. The school may:

- Limit how or who you contact.
 - Ask that communication be in writing only.
 - Withdraw permission to enter school premises if behaviour is threatening or inappropriate.
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Our Goal

To keep communication **positive, respectful, and focused on your child's success and wellbeing.**

Thank you for your support.