# SHERFORD VALE SCHOOL AND NURSERY

## Home - School Communication Charter 2026 - 2027

Effective communication between home and school is **essential** in supporting positive relationships and promoting the wellbeing of pupils, parents, carers and staff.

This Charter outlines how communication will be managed to ensure it is respectful, productive and effective. Alongside regular opportunities for communication, such as parents' evenings, school events and school updates, there may be times when parents or carers need to contact the school directly with questions, concerns or information relating to their child.

To help ensure communication remains constructive and timely, the following principles will apply. In the event of an urgent or emergency situation, please contact the school as soon as possible and provide clear details of the circumstances so that appropriate support and action can be taken.

## How we communicate…

**School to Parent/Carer Communication:**




**We will -**

-ensure that there is regular timely, proactive communication about your child's achievement and wellbeing

-respond to emails, phone calls or requests for meetings as soon as possible

-if there is an urgent matter, the school office will ask an appropriate member of staff to deal with the issue as soon as possible

-display polite, professional conduct at all times

-acknowledge receipt of an email through an automatic/confirmation reply and a fuller response will be sent as soon as possible.

**How will I receive information?**

Class Dojo will be used as our main platform for information.

Teachers will use Class Dojo calendar to highlight any key dates for the class.

Whole school dates (for example – mufti days, discos, non-pupil days) will be on the Class Dojo calendars and will feature in each fortnightly newsletter.

When a letter is written (for example about a school trip, a staffing update or an online-safety concern) it will be shared via Class Dojo and via email.

If a class teacher or staff member wishes to speak to you about something related to your child this will be done either by face-to-face, Class Dojo or telephone.

Mid-Year Reviews will be sent via Class Dojo and End of Year Reports will be printed and sent home via your child. (Additional copies can be sent via email upon request).

**When will I receive information?**

Wherever possible, we will share information as soon as we can.

A newsletter will be sent via Class Dojo fortnightly on a Friday.

There will be a parents evening in Autumn Term, a mid-term report and parents evening in Spring and a final report and optional parent drop-in at the end of the Summer Term.

Children with SEND Learning Plans will receive these 3 x a year, including reviews of the previous plan.

**Parents/Carers to School Communication:**



**You 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 Class Dojo, the school website and emails 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

-ensure your emails are brief and clear and refrain from sending multiple emails regarding the same query

- limit the number of people included in emails regarding a query to help ensure effective and timely communication

- understand that a teacher or member of staff may not always be able to respond on the same day that a query is raised

-understand that teachers or other school staff will not respond outside of school hours, i.e., evenings or weekends

-use any school social media channels appropriately and any personal social media in a way that is not defamatory or abusive

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**Who should I contact?**

In the first instance we request you always talk to your child's **class teacher.**

If your concern remains or you wish to talk to someone else, we ask your second point of contact is the **Key Stage Lead**.

It may be that you wish to talk to our **Deputy Headteacher** or **Headteacher** if the above two points of contact have been tried first.

You may also like to talk with our **Family Support Advisor**, Elizabeth Veale.

If you have a safeguarding concern you may wish to talk to someone from our **safeguarding team**.

If you have a complaint to make, we ask that you refer to our complaints policy to follow the procedures outlined - Sherford Vale School and Nursery - Policies

**How do I contact them?**

**Class teachers** – your child's class teacher will be happy to chat on the door in the morning/after school. If you are unable to do this, please contact them via Class Dojo. They will respond when they can, which is likely to be within school hours.

**Key Stage Lead** – to arrange a time to talk with the Key Stage Lead, please either message them via Class Dojo or email on admin@svs.weststst.org.uk FAO: Key Stage EYFS/1/2 Lead (delete as appropriate). They will respond when they can, which is likely to be within school hours.

Here are the leads for your information:

| **EYFS Lead**<br>Reception Years | **Key Stage 1 Lead**<br>Year 1 and 2 | **Key Stage 2 Lead**<br>Year 3, 4, 5 and 6 |
|---|---|---|
|  |  |  |
| **Mrs. Beccy Broadway** | **Mrs. Beki Jenkins** | **Mrs. Karin Rhodes** |

**Deputy Headteacher or Headteacher**

If you feel you need to discuss your concern/query with either Mrs Booth or Mrs Archer, please email on admin@svs.weststst.org.uk

They will respond when they can, which is likely to be within school hours.

**Family Support Advisor**

You can contact Miss Veale via the school office or by emailing her on familysasvs@svs.weststst.org.uk

**Safeguarding**

If you have a safeguarding concern, please speak to your child's class teacher. If the information is sensitive, you can come into the office and ask for a member of the safeguarding team. If you wanted to contact via email, please use safeguarding@svs.weststst.org.uk

If your matter is urgent, please refer to our school website for guidance and support. Sherford Vale School and Nursery - Safeguarding

**When should I contact them?**

Where possible, we request contact during the school hours, when the school team will be able to respond. We understand that sometimes, you will need to contact the school team outside of school hours. If you need to please use the above information.

If possible, the person you have contacted may be able to respond outside of the school day, however this may not always be possible – in which case please wait until the following day.

If you have not received a response the following day, please use another point of contact or contact the school admin team who can chase the response on your behalf.

## Additional Information…

Where a face-to-face meeting is required, all parties are expected to treat one another with courtesy, respect and professionalism. Meetings will remain focused on the matters relating to the pupil or family concerned, with the aim of achieving a positive and constructive outcome.

The school is committed to maintaining a safe and respectful environment for all. Aggressive, abusive or offensive language, personal criticism, intimidation or threatening behaviour towards staff will not be tolerated. Should such behaviour occur, the school reserves the right to end a meeting, telephone call or other communication immediately.

Meetings and conversations may only be recorded with the prior knowledge and explicit consent of everyone involved. Unauthorised recording is not permitted.

To ensure that staff can devote the maximum amount of time to pupils' learning, wellbeing and safety, parents and carers are asked to follow the school's published communication procedures and channels. This helps enquiries to be directed appropriately and responded to as efficiently as possible.

The school reserves the right to take appropriate action where communication is deemed unreasonable, excessive, abusive or offensive. This may include limiting communication to a

specific email address, identifying a single point of contact, corresponding by letter only, or placing reasonable restrictions on telephone communication.

Parents and carers are welcomed onto the school site as part of our partnership with families. However, where behaviour is threatening, aggressive, abusive or persistently confrontational, the school may withdraw permission to enter the premises.

Once a concern or enquiry has been fully considered and a response provided, the school will not normally enter into repeated correspondence on the same matter unless there is new information or a significant change in circumstances.

Our shared goal is to ensure that all communication is respectful, solution-focused and centred on achieving the best possible outcomes for pupils.

***Thank you for your shared commitment in maintaining positive relationships with one another.***

