



Arden MAT Parental Charter

This charter covers all academies/schools within
Arden Multi-Academy Trust

Last review: Summer 2024



1 At our school we are very fortunate to have a supportive and friendly parent body. Our parents recognise that education is a process that involves a partnership between parents, staff, and the school community.

2 All our staff are dedicated to supporting every one of our students academically and pastorally – to equip them for life beyond school. Great qualifications, experiences, attendance, and attitudes ensure our students have a wealth of choices for what to do in their lives.

3 The purpose of this charter is to provide a reminder about our expected code of conduct when working with the school. This applies to parents, carers, family members, community members and visitors. By working together positively, we can share mutual respect and ensure the very best outcomes for our students.

4 **Communication**

4.1 If you need to speak to a member of staff, please contact the school in writing or telephone to arrange an appointment. Please note that all staff have teaching commitments or meetings arranged throughout the day and cannot meet without notice. If you have contacted us regarding an urgent safeguarding matter where there is a risk of harm – please make us aware when contacting the school.

4.2 If you contact a staff member via email, please allow two working days for acknowledgement. Issues can take time to investigate and resolve and we need to ensure a fair and thorough process.

4.3 If you arrive at school without an appointment – unless it is an emergency where a child is at risk of immediate harm – we are unlikely to be able to accommodate an immediate meeting due to our core purpose of teaching and safeguarding children.

5 **Conduct**

5.1 Ensuring students' success, happiness and wellbeing is a collaborative process. Our staff work tirelessly to support our students. Please recognise when communicating via email, phone, or face to face – that abusive, threatening, or explicit language will not be tolerated. We reserve the right to end communication should this be the case, either in writing, by telephone or in person.

5.2 Please support us when we contact you regarding your child's conduct. It is always in the interests of your child to help them meet our expectations.

6 **Community**

- 6.1 Please be respectful of others' privacy when posting on social media and do not post defamatory or offensive remarks regarding the school or any of its parents/carers, staff, or pupils. Directly naming staff members or members of the school community in unsubstantiated allegations could be deemed bullying. Concerns should be directed to professionals at the school.
 - 6.2 Parents' WhatsApp groups can be very helpful and supportive, but please maintain a respectful approach to posting and do not seek to challenge other parents publicly about the behaviour of their child. If you are concerned about an incident, please contact the school so that we can investigate and deal with it.
 - 6.3 Whilst we accept that most parents would not consider this, please do not approach someone else's child to chastise them because of their actions towards your child – again, please contact the school and allow us to deal with such matters.
- 7 Thank you for your support in these matters and in creating a community where our students can achieve their very best.