



Home–School Communication Charter

At Wigston Academy and Wigston College, we believe that educating children is a collaborative process involving parents, carers, staff, and the wider school community. We value and encourage the full participation of parents and carers in school life. A strong, positive partnership between home and school is essential to support students in developing the skills they need for adulthood.

Effective communication is at the heart of this partnership. It plays a vital role in the wellbeing of students, parents, carers, and staff. This Charter outlines how communication should be conducted to ensure it remains constructive, respectful, and beneficial to all parties.

Aims

In addition to the guidance set out in our Home–School Agreement, we ask that parents, carers, and visitors to the school:

- Respect the caring and inclusive ethos of our schools.
- Recognise that staff and parents must work collaboratively for the benefit of the children.
- Model respectful behaviour in both speech and actions, treating all members of the school community with courtesy.
- Communicate politely and calmly at all times.
- Seek to understand both their child's perspective and the school's viewpoint to reach a peaceful resolution in the event of any issues.
- Support the school in addressing inappropriate behaviour, particularly in public settings where it may lead to conflict or unsafe situations.
- Contact the school directly with any concerns to enable a constructive resolution.

Day-to-Day Communication

In addition to scheduled events such as parents' evenings and school activities, parents and carers may occasionally need to contact the school directly regarding their child.

Emergency situations, please contact the school as soon as possible and clearly explain the circumstances.

Our Commitment as a School

We will:

- Provide regular, proactive communication regarding your child's progress and wellbeing.
- Respond to emails, phone calls, or meeting requests within **two school days** where possible.
- Prioritise urgent matters, with our reception team ensuring a suitable member of staff addresses the issue promptly.
- Maintain polite, professional conduct at all times.
- Acknowledge receipt of a message when necessary, with a follow-up response to come.

Our Expectations of Parents and Carers

We ask that you:

- Communicate with the school in a polite and respectful manner, whether by phone, email, or in person.
- Make use of existing information channels, such as the school website, for routine updates.

- Clearly outline the nature of your query to help direct it to the appropriate person.
- Use the school's **admin email address** or **main reception phone number** as your initial point of contact.
- Keep emails concise and focused.
- Avoid sending multiple messages about the same issue.
- Limit the number of recipients on email queries to only those who are necessary.
- Understand that teachers and staff may not be able to respond the same day.
- Recognise that staff will not reply outside of school hours (evenings or weekends).

Use of Social Media

The use of social media to air grievances, make complaints, or target school staff, other parents, or students is considered inappropriate. The Governors of Wigston Academy and Wigston College deem such actions harmful to the wellbeing of the school community and contrary to the best interests of the children.

Use of Recording Equipment

To maintain open and honest dialogue, no meetings may be recorded without prior agreement from all parties. If a recording is requested, the reasons for recording, its intended use, and implications under data protection laws must be clearly discussed and agreed in advance.

In-Person Meetings

Meetings between parents/carers and staff should be respectful and focused on resolving concerns. Offensive language, insults, or personal attacks will not be tolerated. Staff reserve the right to end any meeting or phone call immediately if inappropriate behaviour occurs.

Constraints on Resources

Due to the demands on school staff time and resources, we ask that parents and carers follow appropriate communication procedures. This ensures staff remain focused on supporting students' learning and wellbeing.

Unreasonable, excessive, abusive, or offensive communication is not acceptable. The school may take action where necessary, which could include:

- Directing communication through a designated email or single point of contact
 - Limiting phone access
 - Requiring written (hard copy) communication
- Please note that once a response has been provided to a query, unless new or relevant information arises, further correspondence may not receive a reply.

Final Note

Our aim is for all communication to be positive, solution-focused, and respectful, so that together we can provide the best possible support for our students.