



# SS Peter and Paul's Catholic Primary School - Communication Charter - Parents



<p><b>General Ethos</b></p> <p><b>An outstanding partnership with parents that is built on trust and respect to ensure the very best learning opportunities for all our pupils.</b></p>	<p><b>Relationships</b></p> <p>We aim to develop a partnership with all our parents. We believe in your child and will do all we can to work with you. This is something that happens continually. All staff, from the Headteacher down, are happy to meet you at a mutually convenient time.</p>	<p><b>Advice and guidance</b></p> <p>We can provide practical strategies to support learning at home so parents work in partnership with us in terms of their child's spiritual, social and academic development.</p>	<p><b>Communications</b></p> <p>We tailor school communications to encourage positive communication about your child's learning throughout the year. We will ask you if there is anything we need to know about your child that will help with this.</p>	<p><b>Your child's learning</b></p> <p>We will update you weekly about what your child is learning in class so you can have discussions about the subject content at home.</p>	<p><b>Parents' evenings</b></p> <p>Parents' evenings are a positive experience that build on the belief that your child can succeed. We offer practical advice for what your child needs to do to develop work/approach to school life.</p>
<p><b>Policies</b></p> <p>We will always consider (and, where appropriate, involve) parents when drafting policies. We aim to make policies accessible and easy to understand.</p>	<p><b>Reports</b></p> <p>We time reports so they are meaningful and inform you of the way forward. We will be honest about any barriers in terms of your child's progress and will offer solutions to these working in partnership with you.</p>	<p><b>Emails</b></p> <p>We will respond to emails within 3 working days. If a matter is urgent, please contact reception and we will speak to you that day. We ask that parents refrain from emailing staff outside the hours of 8am-5pm Monday to Friday.</p>	<p><b>Understanding</b></p> <p>Any relationship is built on understanding. We are limited by law regarding our decisions on certain points such as holidays in term time. Please respect the legal frameworks we operate in.</p>	<p><b>Attendance</b></p> <p>We will work with you to ensure that your child attends school regularly and arrives on time. This is because your child will quickly fall behind if they are not present or are late. We have busy, fun days! If there are any barriers to your child attending school, please let us know.</p>	<p><b>Additional support</b></p> <p>Parents know their child best. Therefore, we ask that parents contact the class teacher in the first instance if there are any issues of concern and we will give additional support as necessary. We all want the best for your child.</p>

<b>Parish</b>	<b>Induction</b>		<b>Pupil wellbeing</b>
We will work with you and the parish so that your child has the opportunity to embrace the word of God.	All pupils and their families are entitled to a full induction programme consisting of at least an initial meeting and a tour of the school along with sessions in school to ensure you feel fully supported and are happy with your child's education. At the start of every school year, we hold meet the teacher sessions, so you have the opportunity to speak to your child's new teacher and find out more about their class.		If you notice any changes in your child at home, please let us know. We will not tolerate any form of inappropriate behaviour at school and will work with you to ensure your child is not in any harm. Sometimes, a child behaves differently at home compared to school so it is important you contact us. We care very much about your child. We will also regularly signpost you to services that the Local Authority offers
<b>Changes to circumstances</b>	<b>Phones calls</b>	<b>Resolutions/ Complaints</b>	<b>Positive behaviour</b>
We understand the pressures of life including relationship breakdowns, financial difficulties and other challenges we face. Please do not hesitate to contact us if you need any support or just a friendly person to talk to!  Here you will find a link to our <a href="#">Early Help Offer</a>	Office staff will ensure that parents receive a call back on the day of an incoming call. If this cannot be the case, parents will be called to inform them when the call will be made. If the matter is urgent, a senior member of staff will either take the call immediately or contact you at some point that day.	Sadly, there are times when relationships can be strained. Therefore, we have an easy-to-follow resolution and <a href="#">complaints procedure</a> . If a parent is unhappy with any aspect of the school, please follow the policy and we will work together to resolve the issue. For general recommendations on improvements please attend a Parent Voice meeting or contact the school via email: <a href="mailto:a3352@telford.gov.uk">a3352@telford.gov.uk</a>	We strive for a consistent approach to behaviour between parents and the school, for example, by sharing expectations with parents. Working in partnership provides for a much better understanding between us and benefits your child.
<b>Surveys/Parent voice</b>	<b>Invites to school</b>	<b>Staff wellbeing</b>	<b>Praise</b>
We will carry out an annual survey to understand how parents feel about communication with the school and follow up any areas in partnership with parents. We will hold Parent Voice meetings each half term to give you the opportunity to become more involved in, and informed about, the decisions which affect your child's school.	We warmly welcome you to visit school throughout the year including visiting lessons and understand the strategies we use to maximise learning.	Staff work very hard to support your child. We ask, in a spirit of positive relationships with our Catholic school, that staff are treated with respect at all times, and we will do the same with you.	We appreciate any positive feedback and recognition of our actions. Please do let us know any positive feedback via email: <a href="mailto:a3352@telford.gov.uk">a3352@telford.gov.uk</a>

