



Home - School Communication Charter

BUXTON INFANT SCHOOL

This policy was reviewed October 2025

It will be reviewed October 2026

Signed:

Date:

Home - School Communication Charter

Communication between home and school is vital to good communications and for the wellbeing of pupils, parents, carers and staff.

This Charter sets out how communication will be managed to make sure it is productive.

In addition to parents' evenings, school events, etc., there may be occasions when parents or carers wish to communicate with the school directly with questions or information related to their child.

To make sure that this is effective these principles will be applied.

If an emergency situation arises, it is important that you contact us as soon as possible and explain what has or is happening.

Our commitment as a school

We will:

- ensure that there is regular, proactive communication about your child's achievement and wellbeing
- respond to emails, phone calls or requests for meetings usually within three working days
- if there is an urgent matter, the School Business Assistant 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 – and confirm that a fuller response will be sent within three working days. For particularly complex queries, we will advise in what time frame a response will be received.

Our expectations of parents and carers

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 the school website and parent Hub, 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
- use the school mailbox (smile@buxton-inf.derbyshire.sch.uk) or main reception telephone number (01298 22499) as first point of contact (the school will forward your request to the appropriate staff member)
- ensure your emails are brief and clear
- refrain from sending multiple emails regarding the same query
- limit the number of people you send an email about a query
- understand that a teacher or member of staff may be unable to respond on the same day on which a query is made
- 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

If there is an in-person meeting, everyone must show mutual respect. The meeting will focus on resolving the issues that are relevant to that family or pupil.

No offensive language, insults or personal attacks on school staff will be tolerated. If any such incidents occur, the meeting or call can be terminated with immediate effect.

If a parent, carer or pupil request that a meeting or conversation is recorded, school will commit to using Microsoft Teams to record. The recording will be owned by the school and used only for the specified purposes, and will be kept in line with the school's retention policy. An accurate transcript will be provided to the requester.

The constraints on school resources make it essential that parents and carers use authorised school procedures in order to avoid diverting time and attention that must be invested directly in pupils' learning and wellbeing.

Please note that unreasonable, excessive, abusive or offensive communication is unacceptable, and the school reserves the right to address any such problems as they feel are appropriate. This can include restricting correspondence to a specified email address, using a single person as a point of contact or using hard copy post and/or by placing restrictions on phone calls. Parents and carers have an implied licence to enter a school site, in cases where behaviour is inappropriate, threatening or argumentative, this licence can be revoked.

If a response has been given to a query, unless matters change, further responses will not be sent.

Our aim is to ensure that all communications and discussions about pupils and their families are positive and move matters forward in a mutually respectful manner.