



## PARENTS' CHARTER

Working together with parents and families is an incredibly important part of supporting students to unlock their academic and personal potential. Below is a range of ways in which we work together as a team to support the next generation.

|                                      |  |
|--------------------------------------|--|
| Praise                               | We appreciate any positive feedback and recognition of our actions. Please do let us know any positive feedback via email to <a href="mailto:office@claytonhall.windsoracademytrust.org.uk">office@claytonhall.windsoracademytrust.org.uk</a>  |
| Pupil Wellbeing                      | If you notice any changes in your child at home, please let us know. We will not tolerate any form of bullying at school and will work with you to ensure your child is not at any harm. Sometimes, a child behaves differently at home compared to in school, so it is important you contact us. We care very much about your child and we will regularly signpost you to services that the Local Authority offers and other support networks:<br><br><a href="https://www.staffordshire-ewb.actionforchildren.org.uk/young-people">https://www.staffordshire-ewb.actionforchildren.org.uk/young-people</a>   |
| Staff Wellbeing                      | Staff work very hard to support your child. We ask, in a spirit of positive relationships with our school, that staff are treated with respect at all times and we will do the same for you.   |
| Positive behaviour and Relationships | We strive for a consistent approach to behaviour between parents and the school, for example, by sharing expectations with parents. We aim to develop a partnership with all our parents; this provides a much better understanding between us and benefits your child. All staff, from the Principal down, are happy to meet you at a mutually convenient time.   |
| Responding to Messages               | We ask parents to use Class Charts as their main way of getting in touch with us. This allows you to get to the person you need more easily. However, if it is an urgent safeguarding matter, parents can contact Reception by telephone (01782 367650) and we will speak to you that day. All other Class Charts messages will be responded to within 2 school days.<br><br>We kindly ask that parents do not expect a response from our staff outside the hours of 8am-5pm Monday to Friday, or at weekends. In the event of an urgent safeguarding matter outside of school hours you can contact the Emergency Duty Team on tel 01782 234234.<br><br>We aim to respond to telephone calls and emails within 48 hours of receipt. |



|   |   |
|---|---|
| Attendance  | We will work with you to ensure that your child attends school every day 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.  |
| Understanding   | 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.  |
| Reports   | 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.  |
| Resolutions/Complaints                                | Sadly, there are times when relationships can be strained. Therefore, we have an easy to follow resolution and complaints procedure. If a parent is unhappy with any aspect of the school, please follow the policy and we will work together to resolve the issue. Find our complaints policy on our website at any time, here:<br><a href="https://www.claytonhallacademy.org.uk/our-school/policies-and-governance/policies-and-statements/">https://www.claytonhallacademy.org.uk/our-school/policies-and-governance/policies-and-statements/</a> |
| Parents' Evenings                                     | 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.  |
| Surveys   | We will carry out a survey after every parents' evening to understand how parents feel about communication with the school and follow up any areas in partnership with parents.   |
| Changes to Circumstances at Home & Additional Support | 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. If there are issues of concern, we will give additional support as necessary. We all want the best for your child.   |