



English Martyrs'
CATHOLIC VOLUNTARY ACADEMY



Communications Charter

Approved by:	G Ellis	Date: 22/9/25
Last reviewed on:	22/9/25	
Next review due by:	Sept 26	

Home - School Communication Charter



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NOTTINGHAM

English Martyrs' Catholic Voluntary Academy,
Bracken Rd, Long Eaton, Nottingham NG10 4DA
Tel: 0115 973 3209
enquiries@eng.srscmat.co.uk



St Ralph
Sherwin
Catholic Multi Academy Trust

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 two working days
- if there is an urgent matter, the school receptionist will ask an appropriate member of staff to deal with the issue as soon as possible
- display polite, professional conduct at all times

1. Introduction

At English Martyrs', we believe that a strong partnership between home and school is vital for children's success. We are committed to working together with families in a respectful, open, and positive way. This policy sets out expectations for the conduct of parents, carers, and visitors when engaging with school staff or being present on school premises.

We are committed to safeguarding staff, pupils, and the wider school community from aggressive, abusive, or anti-social behaviour.

2. Purpose of This Policy

This policy aims to:

- Promote respectful relationships between school staff and parents/carers.
- Prevent incidents of aggressive, threatening, or inappropriate behaviour.
- Set out how the school will respond to such behaviour when it occurs.
- Ensure the school remains a safe, calm, and welcoming environment for all.



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3. Expected Behaviour of Parents/Carers

We expect all parents, carers, and visitors to:

- Treat staff, pupils, and other parents with respect and courtesy.
- Speak calmly and constructively to staff at all times.
- Raise concerns or complaints through the appropriate channels.
- Set a positive example for children by behaving responsibly.

4. Examples of Unacceptable Behaviour

Unacceptable behaviours include, but are not limited to:

- Shouting or using aggressive language towards staff or other parents
- Threatening, intimidating, or violent behaviour (verbal or physical)
- Discriminatory or offensive remarks
- Inappropriate use of social media to defame or harass staff or the school
- Disrupting teaching, learning, or school operations
- Refusing to follow school procedures or safety guidelines

5. Responding to Incidents

- All incidents of aggressive or anti-social behaviour will be taken seriously. Actions may include:
- Verbal or written warning
- Request for a meeting with the Headteacher
- Written notice banning the individual from school premises (temporary or permanent)
- Referral to the Local Authority
- Police involvement (in cases of violence, threats, or harassment)
- Legal action where necessary (e.g., injunctions)

The school reserves the right to restrict access to school grounds or communication with staff if behaviour is deemed abusive, threatening, or damaging to the school community.

6. Social Media Conduct

We encourage open communication but ask that concerns be raised directly with the school rather than aired on social media. Any online harassment, defamation, or spreading of false information about staff or the school may be subject to legal action.

7. Supporting Positive Relationships

We will:

Communicate with parents regularly and clearly



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Provide opportunities for parents to give feedback
Address concerns promptly and professionally
Encourage collaboration in supporting children's learning and wellbeing

8. Linked Policies

This policy works alongside:

Complaints Policy
Safeguarding and Child Protection Policy
Behaviour Policy
Code of Conduct (Staff and Parents)

9. 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, 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 or main reception telephone number 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

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.

A parent, carer or pupil may only record a meeting or conversation with the express permission of all parties to that call or meeting.

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, 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.



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