

Woodlands Academy of Learning



Parent and Carer Charter

Summer 2025

“When schools and parents listen to each other and work together, they have a really positive impact on attainment and pupil wellbeing”

Parentkind

Purpose

We believe in partnership between parents, class teachers and the school community so our children can continue to flourish in an atmosphere of mutual understanding, calmness and safety.

The purpose of this policy is to remind all parents, carers and visitors to our school of our expectations so that we can achieve this aim

Therefore, we expect parents, carers and visitors to:

- Respect the caring ethos and values of our school
- Work together with staff in the best interests of our children
- Treat all members of the school community with respect – setting a good example with their own speech and behaviour
- Communicate respectfully with the school through the appropriate school channels within school working hours
- Maintain reasonable expectations for staff response to general communications and recognise that a school is a busy place and staff will respond when they are able
- Encourage positive behaviour from their child at all times, on the premises and off the premises
- Make use of information channels in place, such as the school website, Marvellous Me and the weekly newsletter, for keeping up to date with routine information and events in school
- Support all the school policies with particular regard to the behaviour policy and social media
- Keep the school updated regarding family details and changes in family circumstances
- Ensure children arrive at school on time, dressed in the school uniform and with the right learning materials for the day
- Ensure children are collected promptly. If children are collected late more than once then the parent will receive a letter informing them that next time their child will be put into Woodies and there will be a charge for the late collection.
- Approach the right member of the school staff to help resolve any issues of concern. This is usually the class teacher in the first instance
- Raise any issues, concerns or complaints through the appropriate channels in an appropriate manner
- Seek a peaceful and reasonable solution to all issues

We would not expect parents, carers and visitors to:

- Make unreasonable demands upon school staff to respond to a parental enquiry, or expectations for staff to communicate outside of normal working hours
- Make abusive or threatening calls / texts / emails or other written communication. These will not be responded to.
- Make serial and unreasonable complaints which takes up and wastes staff time
- Use offensive language on or near school premises
- Shout at members of staff either in person or on the telephone
- Exhibit threatening behaviour (physical or verbal) towards school staff, other parents or children
- Damage or destroy school property
- Approach the parent / carer or someone else's child to chastise them because of what you believe are their actions towards your child
- Smoke, vape, consume alcohol or drugs whilst on or near the school property (or within 5 metres of the school boundaries). Please be aware that children will not be released if it is suspected that parents or carers are under the influence and children's services will be contacted
- Post defamatory, offensive or derogatory comments about the school, its staff or any other member of its community on a social media platform or application.
- No animals to be brought onto site, including dogs.

Parents and carers communication with the school

Communication between home and school is vital to good communications and for the wellbeing of pupils, parents, carers and staff. We will ensure that there is regular, proactive communication about your child's achievement and wellbeing.

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.

- Parents/carers and staff will ensure that any communication with the school, whether by email or telephone, is polite and respectful at all times
- Parents/carers to be aware that all phone calls are recorded and CCTV operates on site at Woodlands
- Please use the correct channel of communication. The first port of call is usually the class teacher. (Please see the website for who you should contact)
- Staff will respond to year group emails within five working days during term time
- Staff will respond to postbox emails, phone calls or requests for meetings usually within two / three working days during term time
- If an urgent matter needs to be passed to the teacher, then please speak to the office team. However, please be aware that teachers are teaching all day and may have meetings at the end of the day and so may not come back to you on the same day as the message is received

- If you need to speak to the teacher at the end of the day, then please wait until all children have been dismissed
- Download the Marvellous Me App so you can receive messages from your child's class teacher
- Ensure your emails are brief and clear. Plus, provide an outline of what the issue is in your message, to make sure the query is directed to the right person
- Refrain from sending multiple emails regarding the same query. If a response has been given to a query, unless matters change, further responses will not be sent.
- Understand that teachers or other school staff might not respond outside of school hours, i.e., evenings, weekends or holidays
- If an emergency situation arises, it is important that you contact us via the school office or phone as soon as possible and explain what has or is happening so we can support your child and the wider class community.

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 will 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.

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 no response, 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.

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.

Parent's and carer's responsibilities in school regarding children's behaviour

Every parent and carer wants their child to attend a school where behaviour expectations are high so that their child is safe at school and behaviours of all children enable a high focus on learning. In order for this to happen all children need to follow the school rules and recognise that there are rewards for following the rules and consequences when they don't.

Parents and Carers make a significant difference in how their child develops in terms of behaviour. In order to help your child become a good citizen in society we need parents to promote and support the school behaviour plan. This includes supporting rewards and consequences given following inappropriate behaviour, whilst also enabling their child to take accountability for their actions and trust in the judgment of the professionals.

Parents and carers can support the behaviour of their child by:

- Signing the home school agreement when their child joins the school
- Celebrating your child's achievements and show an interest in school life
- Helping your child start every day well by ensuring
 - Your child has had a good night's sleep, woken at a reasonable time and eaten a healthy breakfast
 - Your child is on time for the beginning of the school day
 - Ensure children are dressed according to the school uniform policy
 - Your child has the equipment they need for the day eg reading book and water bottle
- Feeling comfortable to come into school and work with the school on modelling and developing good behaviour and discussing specific issues
- Discussing any behavioural concerns with the class teacher promptly
- Reading the annual reminder letter about expectations of parents, school, children and the behaviour plan
- To discuss the school rules with your child and work with school to ensure that they are followed by your child
- Informing the school of any changes in circumstances that can affect their child's behaviour
- Support the school in the implementation of consequences for inappropriate behaviour so children can learn right from wrong
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue
- Correct own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour
- To take responsibility and actively manage the use of social media and online behaviours of your child
- Approach the school to help resolve any issues of concern
- Ensuring they don't approach the parent / carer or someone else's child to chastise them because of what you believe are their actions towards your child
- To recognise that the behaviour plan does not meet the needs of every child and some children require a personalised approach due to additional needs
- It is important for all adults around the child, including parents, to model positive behaviour at all times and in their interactions with each other

Social Media and Online Safety

There are many benefits of using social media; however, if misused, the school community and individuals can be negatively affected.

Social media can be defined as any websites and applications that enable users to create and share content or to participate in social networking. Social networking sites and tools include, but are not limited to, Facebook, Twitter, Snapchat, TikTok, LinkedIn, Telegram, YouTube and Instagram. It also includes forums and discussion boards such as Google groups.

The school appreciates the simplicity and ease of keeping in contact with staff, when necessary, through school platforms.

- Every year group has an email that goes directly to the teachers. This email box is checked within five working days during term time
- If a quicker response is required then please contact the main school email address postbox@woodlands.walsall.sch.uk Staff will respond to postbox emails, phone calls or requests for meetings usually within two / three working days during term time
- If an urgent message needs to be passed to the teacher, then please speak to the office team. However, please be aware that teachers are teaching all day and may have meetings at the end of the school day and so they may not come back to you on the same day as the message is received.

We are happy to help families with queries and concerns within working hours and aim to respond within two to three working days during term time. It is important to note that the school does not condone parents / carers sending frequent and unimportant messages to staff on our school platforms

The school expects parents and carers to behave in a civilised nature online and will not tolerate any of the following online behaviour:

- Posting defamatory content about parents, children, the school or its employees
- Posting complaints about the school's values and methods
- Posting or sending content containing confidential or sensitive information regarding the school or any members of its community
- Contacting school employees through social media, including requesting to 'follow' or 'friend' them or sending them private messages
- Creating or joining private groups or chats that victimise or harass a member of staff or the school in general
- Posting images of any members of staff or children without their consent. This includes film or photographs from school events.
- Posting or sending abusive messages to parents / carers
- Posting or sending abusive messages to members of staff. All communications to school staff must be sent via the permitted school platforms
- Posting or sending abusive messages about members of staff, parents / carers or children of the school
- Posting or sending any material that brings the school or its staff into disrepute

Any parental concerns should be expressed directly to the school and not voiced on social media.

The school retains the right to request that any damaging material is removed from social media websites, either by the child, parent /carer or by the social media company.

Responsibility of parents and carers regarding social media and online safety

If parents or carers become aware of inappropriate use of social media by their own or other people's children, they should contact the school so that the school can work with the parents / carers to educate young people on safe and appropriate online behaviour.

If parents or carers become aware of inappropriate use of social media by other parents or carers or school staff they should inform the school so that steps can be taken to remedy the situation.

Parent / Carers Responsibility regarding their child's use of social media

Parents and carers are responsible for ensuring they support the school by monitoring their children's use of social media and online messaging. Parents / carers need to provide guidance in how their child uses these methods of communication. The following list could help families to create their own code of conduct to keep their child safe:

- Children's use of social media must comply with the schools: Safeguarding Policy, Behaviour Policy, Online Safety Policy, Child on Child Abuse Policy and Anti Bullying Policy.
- Children must not access any social media that is adult only or if the child does not meet the minimum age requirement
- Anonymous sites must not be accessed as there is a high risk that inappropriate comments can be exchanged, causing distress or endangerment
- Bad, including offensive, explicit or abusive language and inappropriate pictures must never be included in messages. (To be aware that Sexting is illegal for children and the police will be contacted if this occurs)
- All messages should be positive or constructive and not include anything that could be upsetting or defamatory towards others or the school
- Children must take responsibility for keeping details of their accounts private, using full privacy settings and logging off properly and not allowing others to use their accounts.
- Children must report anything offensive or upsetting that they see online to a trusted adult or by using the 'report abuse' tabs (or equivalent).
- To know it is a serious offence to use another person's account or to create an account in another person's name without their consent
- Children should not regard anything posted online as private and should remember that harassment, defamatory attitudes, racism and homophobia are just some issues which could lead to prosecution
- To be aware that a person's 'Digital Footprint' is becoming increasingly significant when it comes to a job and university applications. If unfortunate decisions are made, it will be extremely difficult, perhaps impossible, to eliminate the evidence.
- If children see inappropriate postings by another child, they must report this to a trusted adult
- The Malicious Communications Act applies to social media interaction by children
- Children must have permission from the Headteacher for any social media accounts that use the school logo or school name in any way.

Inappropriate use of Social Media

Breaches of this code of conduct will be taken seriously by the school. All social network sites have clear rules about the content, which can be posted, on the site and they provide robust mechanisms to report content or activity which breaches this. The school will also expect that any parent/carer or student removes such comments immediately.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. In addition to this, is the issue of cyber bullying and the use by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying and could ultimately lead to severe behaviour consequences for the child, including a possible permanent exclusion.

In the event of illegal, defamatory or discriminatory content, breaches could lead to prosecution.

Parents / carers are also instructed not to post anonymously or under an alias to evade the guidance given in this charter.

Parent Behaviour

We expect parents to behave in a reasonable and civilised manner towards all school staff, and professionals, and that issues will be dealt in an atmosphere of trust and mutual respect. Incidents of verbal or physical aggression to staff by parents/carers of children in the school will be reported immediately to the Headteacher and/or Governors who will take appropriate action in line with Local Authority policy.

In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school grounds including team matches.
- Using loud/or offensive language, swearing, cursing, using profane language or displaying temper.
- The use of verbal or physical aggression, intimidating or disrespectful body language towards a member of staff, Governor, visitor, fellow parent / carer of child regardless of whether or not the behaviour constitutes a criminal offence
- Damaging or destroying school property.
- Abusive or threatening emails or text/voicemail/phone messages or other written communication
- Defamatory, offensive or derogatory comments regarding the school or any of the students/parent/staff, at the school on Facebook or other social sites. Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher, Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.
- Approach the parent / carer or someone else's child to chastise them because of what you believe are their actions towards your child (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Smoking, vaping, consuming alcohol or drugs whilst on or near the school property (or within 5 metres of the school boundaries). Please be aware that children will not be released if it is suspected that parents or carers are under the influence and children's services will be contacted

- No animals to be brought onto site, including dogs.

Should any of the above behaviour occur on school premises the school may feel it is necessary to contact the appropriate authorities and if necessary, even ban the offending adult from entering the school grounds. We trust that parents and carers will assist our school with the implementation of this policy and we thank you for your continuing support of the school.

Persons Causing Nuisance / Disturbance on School Premises

Section 547 of the Education Act 1996

School premises are private property and parents/carers have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or other parents, school may ban parents from entering the school site.

It is also an offence under section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school

Date Parent Charter approved: Summer 2025

Date of next review: Summer 2026