



The Piggott School - Positive Communication Charter



We are committed to inclusive, effective, and professional communication between home and school.

Communication in our school builds trust and partnership between all members of the community.

We will consider how we speak, listen, and interact through all channels of communication.

Our school is rooted in respectful relationships for all.

Parents and Carers, Students and School Staff will:

- Conduct all communication with mutual respect, patience, and professionalism.
- Value the contributions and perspectives of everyone.
- Actively promote empathy and understanding for all.
- Ensure that all communication is free from harassment, discrimination and bullying.
- Ensure that all sensitive information sharing is handled with discretion.
- Commit to honest, clear, and transparent communication.
- Address issues and concerns collaboratively, actively seeking positive solutions.
- Commit to celebrating achievement, progress and success.
- Aim to respond to communication between home and school within a reasonable timeframe.
- Communicate concerns directly with school, rather than using social media or external platforms.
- Consider carefully which channel of communication will be most effective (email, phone, face to face)
- Ensure that all communication is fully addressed, with agreed next steps if required.

Timeframes for communication:

By upholding this charter, strong partnerships with all the school community will ensure that our students are able to flourish. The school prioritises staff well-being. Staff are not expected to respond to emails outside of the hours of 8.30am and 3.00pm, at the weekends or outside of term time. During the school day, staff may be teaching or carrying out other duties, but they will aim to respond to communication within a reasonable timeframe of receipt.

The charter above outlines the expectations of all members of our school community. Failure to meet the expectations may result in intervention from the Senior Team, the Headteacher or the Trust to re-align and re-establish positive relationships.

All students are expected to adhere to this Communication Charter when communicating with staff.

All parents and carers are expected to adhere to this Communication Charter when contacting the school.

All school staff are expected to adhere to this Communication Charter in line with the Agape Code of Conduct.