



## Communication Charter

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## Introduction and Progress to date

We believe that clear, open communication between the school and parents/carers has a positive impact on pupils' learning because it:

- Gives parents/carers the information they need to support their child's education
- Helps the school improve, through feedback and consultation with parents/carers
- Builds trust between home and school, which helps the school better support each child's educational and pastoral needs

A number of changes have been made to our systems and processes to improve communication. These changes follow consultation with parents via our parent/carer forum and annual parent survey. The changes include:

- New staff contact page with information on all staff roles: <https://www.alderbrookschoo.co.uk/abk-staff/>
- Improvements to SEND area of website: <https://www.alderbrookschoo.co.uk/sen-offer/>
- Weekly confidential bulletin to staff with up-to-date information about changes to circumstances of students, including SEND information.

## How we communicate with parents and carers

- 1 The sections below explain how we keep parents up-to-date with their child's education and what is happening in school.

### Email

- 2 All correspondence is sent by email. Parents can expect to receive the following by email:

- Letters
- Notice of upcoming school events
- Notice of scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Our weekly newsletter - 'The Word'
- Information and consent regarding trips and visits
- Notice of payments
- Short-notice changes to the school day
- Interim reports
- Notice of emergency school closures (for instance, due to bad weather) Website

- 3 All correspondence is placed on the school website and accessible here:

<https://www.alderbrookschoo.co.uk/correspondence/>

### SIMS Parent App (Class charts when installed)

- 4 Parents use the SIMS parent app to check the following information about their child:

- Attendance
- Behaviour & Achievement points
- Timetable
- How to change parents' details, such as a change of address or phone number

### Text Messages

5 Text messages are used for

- Unexplained absence
- Emergencies

### Website

6 Our school website (<https://www.alderbrookschool.co.uk/>) includes:

- Full school calendar for the year.

Information on the following:

- Pupil Premium
- Governance
- SEND
- Policies
- Curriculum
- Careers
- Exams
- Remote Learning
- Pastoral Support
- Extra Curricular
- Correspondence
- Uniform
- Homework
- School day
- Contact details

### Social Media

7 We use the following social media platforms to communicate items of interest:

- Facebook [www.facebook.com/alderbrooksch](http://www.facebook.com/alderbrooksch)
- Twitter [www.twitter.com/alderbrooksch](http://www.twitter.com/alderbrooksch)
- Instagram [www.instagram.com/alderbrookschool](http://www.instagram.com/alderbrookschool)
- <https://www.alderbrookschool.co.uk/latest-news/>

### Reports & Parent Evenings

8 Each child receives reports about their progress at specific points in the academic year. This is calendared. Parents are invited to participate in an information evening and parental consultation at least once a year.

## How parents and carers can communicate with the school

### Email

- Email the most appropriate address
- Include your child's full name in the subject line

9 If a parent is unsure about whom to contact, they should contact the school office directly.  
0121 704 2146 [201office@alderbrook.solihull.sch.uk](mailto:201office@alderbrook.solihull.sch.uk)

- 10 During the week in term time we will acknowledge queries within 48 hours. If your concern is urgent and you need a response sooner than this, please call the school office. 0121 704 2146.

### Phone calls

- 11 If you need to speak to a specific member of staff about a **non-urgent** matter, please email the school office and the relevant member of staff will contact you within 48 working hours.
- 12 If this is not possible (due to teaching or other commitments), someone will get in touch with you to schedule a phone call at a convenient time. We aim to make sure you have spoken to the appropriate member of staff within 2 days of your request.
- 13 If your issue is urgent, please call the school office.
- 14 Urgent issues might include things like:
- Family emergencies
  - Safeguarding or welfare issues
- 15 For more general enquiries, please call the school office.

### Meetings

- 16 If you would like to schedule a meeting with a member of staff, please email the appropriate address or call the school to book an appointment, at a mutually convenient time. Links with other policies
- 17 The policy should be read alongside our policies on:
- ICT and internet acceptable use
  - Parent code of conduct
  - Staff code of conduct
  - Complaints

## Who should I contact?

- 18 If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's teacher in that subject: <a href="https://www.alderbrookschool.co.uk/abk-staff/">https://www.alderbrookschool.co.uk/abk-staff/</a> (Email <a href="mailto:201office@alderbrook.solihull.sch.uk">201office@alderbrook.solihull.sch.uk</a> stating which member of staff the email is for the attention of in the title of the email).
My child's wellbeing/pastoral support	Your child's Tutor, Pastoral Manager or Head of Year: <a href="https://www.alderbrookschool.co.uk/abk-staff/">https://www.alderbrookschool.co.uk/abk-staff/</a> (Email <a href="mailto:201office@alderbrook.solihull.sch.uk">201office@alderbrook.solihull.sch.uk</a> stating which member of staff the email is for the attention of in the title of the email).

Payments	Finance Team: <a href="mailto:finance@alderbrook.solihull.sch.uk">finance@alderbrook.solihull.sch.uk</a>
School trips	Alison Cooney, Finance Assistant: <a href="mailto:s201acooney@alderbrook.solihull.sch.uk">s201acooney@alderbrook.solihull.sch.uk</a>
Attendance and absence requests	If you need to report your child's absence, call: <b>0121 704 2146 Ext 7213 OR</b> email <b><a href="mailto:absence@alderbrook.solihull.sch.uk">absence@alderbrook.solihull.sch.uk</a></b> If you want to request approval for term-time absence, contact <a href="mailto:absence@alderbrook.solihull.sch.uk">absence@alderbrook.solihull.sch.uk</a>
Bullying and behaviour	Pastoral Manager for your child's year
School events/the school calendar	<a href="mailto:201office@alderbrook.solihull.sch.uk">201office@alderbrook.solihull.sch.uk</a>
Special educational needs	Kerry Thompson-Moore, SENCo <a href="mailto:senco@alderbrook.solihull.sch.uk">senco@alderbrook.solihull.sch.uk</a>
Sixth Form	To report a student absence from the Sixth Form please leave a message by calling: 0121 704 5686 or email <a href="mailto:enquiries@alderbrook.solihull.sch.uk">enquiries@alderbrook.solihull.sch.uk</a>  For general non urgent enquiries please email: <a href="mailto:enquiries@alderbrook.solihull.sch.uk">enquiries@alderbrook.solihull.sch.uk</a>  Head of Year 12 email address: <a href="mailto:S201rhall@alderbrook.solihull.sch.uk">S201rhall@alderbrook.solihull.sch.uk</a> Head of Year 13 email address: <a href="mailto:s201sdesjarlais@alderbrook.solihull.sch.uk">s201sdesjarlais@alderbrook.solihull.sch.uk</a> Director of Sixth Form email address: <a href="mailto:S201fbryan@alderbrook.solihull.sch.uk">S201fbryan@alderbrook.solihull.sch.uk</a>
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I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Hiring the school premises	Alison Cooney, Finance Assistant: <a href="mailto:s201acooney@alderbrook.solihull.sch.uk">s201acooney@alderbrook.solihull.sch.uk</a>
The Trust Board	Claire Hawkes – Governance Professional <a href="mailto:S201chawkes@alderbrook.solihull.sch.uk">S201chawkes@alderbrook.solihull.sch.uk</a>

## Complaints

- 19 If you would like to file a formal complaint, please follow the procedure set out in our complaints policy. Our policies can found using the link below:  
<https://www.alderbrookschoool.co.uk/school-policies/>