

Red Kite Alliance

Positive Communications Charter

As a group of over 50 schools across the region, we are committed to listening and engaging positively with our wider community for the benefit of the young people in our care.

As a Red Kite Alliance school, we follow these principles when responding to any issues raised by parents and carers or other members of the wider community:

- 1. To maintain effective working relationships with our community, we ask that all dialogue (both written and verbal) is considerate and respectful.**

We understand that some concerns may cause a negative emotional response. We will handle these situations with respect, support and compassion. However, we reserve the right to end any interactions that are abusive or threatening.

- 2. We promise to respond to all complaints within two working days (during term time only).**

This response should confirm that your concern has been received and may include a plan to discuss your concern at a scheduled meeting. Please avoid raising concerns via social media as this can complicate matters and make it harder for the school to respond effectively.

- 3. Your concern will be co-ordinated by the most appropriate, available member of staff.**

This may not be the specific person for whom you have asked.

- 4. Meetings with staff will only take place when an appointment has been scheduled.**

All our staff have responsibilities throughout the school day and are not available on demand.

- 5. School level decisions are made in the best interests of all children and young people.**

Some concerns raised will only require minimal discussion as they are decisions that all schools are reasonably and lawfully allowed to make without parent or carer approval.

- 6. Complaints will be managed in line with the RKLTC Complaints procedure.**

This policy explains the step-by-step complaints process and a copy is available on the school website. When a complaint has been through all our levels of response, that signals the end of the process as far as the school is concerned. We ask that our community respect this.