

## 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.

We welcome feedback and want to form an effective partnership between home and school. It is crucial, therefore, that we have open and honest communication. Please use either the general school email or the [key staff emails](#) to make contact. Each year group has an allocated year manager who should always be your first point of contact.

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 concerns within three working school days.**

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 always available.

**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. These include areas such as :

- *Teaching and learning – classes, teachers, subjects, curriculum, homework, marking, groupings.*

**These broad principles have been agreed by Red Kite Alliance Headteachers and Principals.**

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- *Behaviour and uniform – rules, sanctions, rewards.*
- *School organisation – timetables, training days, events, internal policies.*
- *Resources and staff – how they are allocated to support pupils.*
- *Activities and trips – what is offered, when, where, and costs.*
- *Health, safety, and safeguarding – rules, risk assessments, and procedures to keep pupils safe.*

We will always listen to concerns raised with the school in a respectful manner

However, please understand that listening does not necessarily mean a decision will be changed, nor does it imply that we do not value your input. There will be times when we may need to respectfully agree to disagree.

## **6. Complaints will be managed in line with our Complaints and Concerns Policy**

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.