



KING EDWARD VI CAMP HILL SCHOOL FOR BOYS

Educational excellence for our City

Parent Charter

At King Edward VI Camp Hill School for Boys, we are very fortunate to have a supportive and friendly parent body. Our parents recognise that educating children is a process that involves partnership between parents, staff and the school community.

As a partnership you will understand the importance of a good working relationship which will support pupils in achieving their potential and gaining the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our school.

The purpose of this charter is to provide a reminder to all parents, carers and visitors to our school about the expected code of conduct. This includes in-person visits as well as communication via telephone and email and other aspects of interaction with the broader school community.

Communication

We have various mechanisms for discussing the progress of our pupils, both academic and pastoral, with parents and carers. These include parents' evenings and progress reports. It is sometimes necessary to include additional communication where the need arises or when pupils are faced with difficulties and we welcome these opportunities. We would ask that parents/carers respect the needs of the staff thus giving us every chance of responding to your queries as efficiently and effectively as we can. The following is a set of guidelines and expectations:

1. If you need to speak to a member of staff please either call the school or send an email (contact details are available on our website), but bear in mind that teachers are often in front of classes all day and that they do not necessarily have easy access to a school telephone.
2. Before contacting the school, please make sure that you have as many of the necessary facts to hand. If you are concerned about an incident for example, make sure that you have talked it through carefully with your child and that you are clear about what is fact and what might be opinion.
3. If you send an email to a teacher directly, or if you leave a phone message, please give us two working days to respond. In most cases we will be able to get back to you within this timescale, but please remember that if a member of staff works part-time then two "working" days may be longer. If a matter is urgent then we will most probably already have tried to contact you.

4. Please bear in mind the number of pupils for whom each teacher has responsibility for is often quite large over the range of the different classes they teach. The quantity/frequency of your communication should be reasonable, proportional to the issues at hand, and fair to other families as well as considerate of teacher workload.

Who to contact:

5. If the matter is related to one academic subject then we ask that you contact the your child's teacher (of that subject). If they are not available then you may need to contact the Head of that academic Department.
6. If patterns are emerging across several different academic subjects (or if the matter is connected with events outside of lessons) then it would be appropriate to contact your child's Form Tutor. If they are not available then you may need to contact the Head of Year.

Conduct:

7. Please observe the caring ethos and the values of our school.
8. Please recognise that all members of the school community deserve to be treated with respect and that disruptive or threatening communication will not be tolerated.
9. Violations of the above may mean that phone calls or meetings will be terminated.

Additional Considerations

We would ask you to consider your interaction with other parents and the broader school community in a similar respectful manner. For example:

- Please be respectful of others' privacy when posting on social media and do not post defamatory or offensive remarks regarding the school or any of its parents/carers, staff or pupils.
- Parents' WhatsApp groups can be very helpful and supportive but please maintain a respectful approach to posting and do not seek to challenge other parents publicly about the behaviour of their child. If you are concerned about an incident please contact the school for us to investigate and deal with.
- Whilst we accept that many parents would not consider this, please do not approach someone else's child to chastise them because of their actions towards your child – again, please contact the school and allow us to deal with such matters.

Overall, we are seeking to maintain a safe and peaceful environment for our pupils and staff, where the rights and wellbeing of all members of our school community are respected. We believe that this makes for a happy, healthy and effective school where the needs of the pupils can be dealt with most appropriately and children can continue to flourish.