

Fountaindale School: Parent / Carer Charter



Below is our Parent / Carer Charter – a document that outlines how we expect all parents, carers and visitors to interact with our staff and wider school community. Thank you for taking the time to read and uphold these expectations.

This Charter is an unsigned agreement between parents/carers, visitors and Fountaindale School.

At Fountaindale, we are proud to have a dedicated, supportive and caring school community. Our children thrive when there is a strong partnership between parents, carers, staff and governors. We are committed to open communication, mutual respect and working together in the best interests of every child.

Communication and Partnership:

We aim to ensure that all parents feel informed, involved and part of the Fountaindale community. Through platforms such as Seesaw, school events and regular Headteacher updates, we share successes, important information and day-to-day experiences.

We are committed to:

- Keeping you informed about school life and your child's progress
- Responding to queries in a timely and professional manner
- Celebrating achievements across the school community

In return, we ask that communication from parents is respectful, constructive and mindful of staff workload and responsibilities, including:

- Communicating within reasonable working hours and understanding that staff may not be able to respond outside of these times. Staff shouldn't be contacted on a weekend or late in the evening.

Respecting the School Day:

To support teaching, learning and staff wellbeing, it is essential that the school day is protected from unnecessary interruptions.

- Drop-off and pick-up times are the most appropriate opportunities for brief conversations with staff
- Parents and visitors should not be in classrooms after 9:00am or before 3:15pm unless this has been pre-arranged and we ask that pupils are dropped off and/or met in the school reception area
- For longer discussions or classroom visits, please arrange an appointment through the school office or your child's teacher and we will happily facilitate
- We understand that, in certain circumstances, a pupil may arrive outside of these times or that individual arrangements may be agreed with the class teacher; where this is the case, these will be supported and accommodated as appropriate.

Unacceptable Behaviour

The following behaviours are not acceptable within our school community:

- Disruptive behaviour that interferes with the smooth running of the school
- Use of offensive language or aggressive behaviour
- Threatening or abusive conduct towards staff, pupils or other parents
- Damage to school property
- Sending abusive or inappropriate messages (including via email, phone or social media)
- Using platforms such as WhatsApp to share, encourage, or participate in inappropriate, offensive, or harmful discussions relating to the school or members of the school community
- Posting defamatory or harmful content about the school or individuals online

Working Together

Thank you for supporting this Charter. By working together with respect and understanding, we create a positive, safe and supportive environment for our children, staff and wider community.

Thank you for your continued cooperation and support.

B Norman

Headteacher