

Communications Charter



Why we have this charter?	How you communicate with us?
<p>Support for your child: Communication is one of the Core Skills that our students are expected to learn and implement. Modelling this skill as a parent/carer is important.</p>	<p>Consider your need to contact the UTC: Speak to your child, check the UTC website for information, check the weekly parental communication, check the My Child At School (MCAS) App and ClassCharts. Social media is for updates only.</p>
<p>Resource Limitations: As staff we handle 1,000's of emails daily which impacts our ability to focus on educating, supporting and safeguarding students.</p>	
<p>Clear Expectations: Staff roles have expanded, but resources haven't. We have to redefine our capabilities and set realistic boundaries.</p>	
Expectations of communication	Families – How can you help?
<p>Respectful Communication: All interactions should be kind, thoughtful and align with our values.</p>	<p>Support your child: Supporting your child with revision, assessments and taking an interest in their education all helps.</p>
<p>Adhere to the Charter: We expect that our UTC community to follow our values, both in person and on social media. Unannounced visits cannot be accommodated and appointments must be booked in advance</p>	<p>Social Media: Whilst we educate our students how to behave on line, we cannot control online issues and cannot let it dominate our time, energy and resources.</p>
<p>Zero Tolerance for Abuse: Our UTC community will not tolerate abuse. Any conversations that are disrespectful or do not adhere to our values can be ended.</p>	<p>Perspective: Whilst supporting your child, please do hold regard and respect for other people who may be involved in your enquiry. There are often two sides to a situation so please hold perspective when communicating with us.</p>
How can we communicate with you?	Parent/Carer Voice
<p>Collaboration: We will investigate concerns and work with agencies. This is a process and may take time</p>	<p>Parent/Carer Voice and Feedback: We value our families input and regularly gather feedback. Families can always email office@utcsouthdurham.org as well as completing our surveys throughout the year. We really appreciate positive feedback that we can share with our community.</p>
<p>Response Time: Teaching staff are unavailable during school hours, 8.30am-4.30pm but will aim to respond within 3-5 working days.</p>	