



Horsforth School

Positive Communications Charter

At Horsforth School we are committed to listening and engaging positively with our wider community for the benefit of young people in our care.

Horsforth School will follow the principles below 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 acknowledge all complaints within 48 hours (during term time only).

This response should confirm receipt of your concern and if possible may include who the concern has been passed to and offer a plan to discuss your concern. We kindly request that complaints are not raised 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.

Please be aware that this may not be the specific person you have asked for.

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

All of 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 our School Complaints 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.