

Abbey Multi Academy Trust

Abbey Grange Church of England Academy

POSITIVE COMMUNICATIONS CHARTER

At Abbey Grange CofE Academy, we value open, positive communication with parents, carers, and our wider community. Working together helps us support the young people in our care.

Our Principles for Communication:

1. Respectful Dialogue

- We ask that all conversations—written or spoken—are considerate and respectful. We understand that concerns can be emotional, and we will always respond with support and compassion. However, we will end any interaction that becomes abusive or threatening.

2. Timely Acknowledgement

- We will acknowledge your complaint or concern within 48 hours (during term time and excluding weekends). This means we will confirm we have received your message, let you know who is handling it, and, if possible, outline the next steps. Please avoid raising complaints via social media, as this can make it harder for us to help you effectively.

3. Appropriate Staff Response

- Your concern will be handled by the most suitable available member of staff. This may not always be the person you initially contacted.

4. Meetings by Appointment

- To ensure staff can give you their full attention, meetings must be scheduled in advance. Staff are not available for unscheduled meetings during the academy day.

5. Decisions in the Best Interests of Students

- Some decisions are made for the benefit of all students and may not require detailed discussion. These are in line with what all schools are allowed to do by law.

6. Complaints Process

- We follow our Trust Complaints Policy, which is available on our website. Once a complaint has been fully addressed through this process, we consider the matter closed and ask for your understanding.

If you have any questions or need support, please contact us at info@abbeygrangeacademy.co.uk or [visit our website](#) for more information.