Diocese of Hereford Multi-Academy Trust

A FAMILY OF SCHOOLS FLOURISHING TOGETHER

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Communication Ethos Statement

Our expected trust ethos for communication with all our stakeholders, is one which is rooted in Grace and Service as a family of schools, for our families and communities…even when there are difficulties or challenges which need to be discussed.

Wherever possible, our staff give generous interpretations of instances of difficult behaviour and communication we sometimes receive, to put the wellbeing and safeguarding of every child before anything else. We know that circumstances such as child and parental traumatic experiences or mental health challenges may sometimes mean that communications between home and school become difficult. We always do the best we can to overcome these barriers in the interests of reaching understanding and resolution of any difficulty. We believe that the vast majority of problems we face in school can be resolved when school staff and parents work together.

We are also a trust that cares greatly for every single member of our staff. Children flourish when staff flourish. We are not a trust which can accept or allow the intimidation or abuse of the professionals that work in and run our schools. If parents or carers communicate in a way which is disrespectful or intimidating or which consumes disproportionate or unreasonable amounts of time, we will consider making any necessary adjustment to the, usually very open, channels of communication that we operate. This is necessary for the wellbeing of staff as well as the effective running of our school to the benefit of all our pupils.

We will therefore sometimes consider a limiting of our usual communication channels or access to the school site. Where this proves necessary, we will take proportionate, reasonable and justifiable action to protect staff and pupils. Any measure of this nature will also be kept under regular review.