

Parent / Academy Agreement

At Ormiston Rivers Academy we are committed to:

- Listening to parents carefully and respectfully, including allocating an appropriate length of time for pre-arranged meetings
- Responding appropriately to concerns raised
- Outlining any actions that may be required
- Updating parents and carers on progress and outcomes of the concern
- Listening and responding to updates from parents and carers

At Rivers we expect parents and carers to:

- Communicate their concern respectfully and accurately
- Listen to and consider the responses from the school
- Work in partnership with the school in order to reach a resolution, including supporting the Ormiston Rivers Academy Policies
- Allow time for the school to respond to concerns (unless an emergency, 24 hour email response to confirm receipt; 3-5 working days to follow up)
- Acknowledge past support and intervention made by the school, even if a problem reoccurs

Ormiston Rivers Academy reserves the right to end a meeting or conversation should the above expectations not be met and reconvene the meeting or have the conversation 24 hours later.