

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, by phone, email or in a meeting.
- 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. Where email communications become protracted, we reserve the right to request a meeting to resolve the issue and to withhold further email response until such a meeting has taken place.