Tarbiyyah Global Academy
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PARENT COMMUNICATION CHARTER

How we keep in touch, how quickly we respond, and how families shape the Academy

ACADEMIC YEAR 2026 – 2027

Policy name	Parent Communication Charter 2026–2027
Applies to	All pupils, parents, staff, trustees and volunteers of Tarbiyyah Global Academy
Policy owner	Headteacher
Approved by	Ustadh Abu Zayn Haneef Sandhar, Headteacher
Agreed with	The Chair of Trustees, Tarbiyyah Education Trust
Date of issue	1 September 2026 (version 1.1)
Next review due by	31 August 2027
Basis	New policy for online provision (combines the planned Parent Communication Charter and Feedback Mechanisms)
Read alongside	Concerns and Complaints Policy; Online Safety and Acceptable Use Policy; Data Protection Policy; Attendance, Punctuality and Children Missing Education Policy
Availability	Published on the Academy website and Parent Portal. Available in large print or another accessible format on request.

CONTENTS

1. Our Promise
2. Channels
3. Response Times
4. What We Ask of Parents
5. Keeping You Informed
6. How Families Shape the Academy
7. Review

1. Our Promise

Strong partnership between home and school is the foundation of a pupil's success, especially online. This charter sets out how the Academy communicates with families, what you can expect from us, and what we ask of you.

2. Channels

Channel	Used for
Parent Portal	Your child's timetable, attendance, merits, reports, documents, invoices, booking meetings, reporting absence, messages to staff

Channel	Used for
Academy email	Formal letters, policies, newsletters and important notices
Phone / text	Urgent matters, same-day absence follow-up and emergencies
Video meetings	Parent–teacher consultations, pastoral meetings and concerns, booked through the Parent Portal
Newsletter	A regular newsletter with news, dates and celebration of achievements

The Academy does not use group chats or social media for communication about individual pupils. General announcements may also be shared through a one-way Academy broadcast channel, in which parents cannot post.

3. Response Times

Type of message	We aim to respond within
Safeguarding concern	Immediately — contact the DSL; in an emergency call local emergency services
Absence or urgent welfare matter	The same school day
General message to a teacher or form tutor	Two school days (48 hours)
Concern needing investigation	Acknowledged within two school days; resolved or updated within five
Formal complaint	As set out in the Concerns and Complaints Policy

Staff respond during the Academy working day (UK time). We do not expect staff to reply in the evenings, at weekends or in holidays, except for safeguarding.

4. What We Ask of Parents

- Use the Parent Portal or Academy email for messages, rather than contacting staff personally.
- Keep contact details, address and emergency contacts up to date.
- Read Academy communications and respond to requests on time.
- Raise concerns early and with the right person, following the steps in the Concerns and Complaints Policy.
- Communicate courteously. The Academy will not tolerate abusive or threatening communication towards staff.

5. Keeping You Informed

What	When
Attendance alerts	The same day for any unexplained absence
Merits and behaviour notes	Visible on the Parent Portal as they happen

What	When
Progress reports	Each term
Parent–teacher consultations	At least twice a year
Newsletter	Every half term, with a short weekly update email
Parent information sessions	Each term, on topics such as online safety, exams and wellbeing

6. How Families Shape the Academy

- An annual parent survey, with results and actions shared.
- Short feedback forms after events and information sessions.
- A Parent Forum that meets online each term with the Headteacher.
- Consultation on key policies, including PSHE.
- A "You said, we did" summary published each year.

Pupils' views are gathered through the Student Council and pupil surveys.

7. Review

This charter is reviewed annually with parent feedback.

Approved by: Ustadh Abu Zayn Haneef Sandhar, Headteacher · Next review due: 31 August 2027 · Tarbiyyah Global Academy · A specialist education, rooted in faith