

PARENT AND CARER PARTNERSHIP AND COMMUNICATIONS CHARTER.

1. Purpose and scope

At London South East Colleges, we believe students achieve their best when families and the College work together. This charter sets out how we can build positive relationships based on respect, communication and shared responsibility, ensuring every student is supported to succeed, thrive and progress.

This charter outlines the shared commitments of the College and of parents, carers and guardians. It is intended to promote constructive engagement, clear communication, good attendance, respectful relationships, safeguarding and positive outcomes for students. It applies particularly to students aged 16 to 18 and may also apply to students aged 19 to 25 with an Education, Health and Care Plan, or where there is a safeguarding, welfare or other legitimate reason for the College to involve a parent or carer.

This charter should be read alongside:

- Positive Relationships and Behaviour Policy
- Complaints and Compliments Policy
- Safeguarding Policy
- Data Protection Policy

2. Principles of partnership

- The College values parents and carers as important partners in supporting student progress, wellbeing and progression.
- Students in further education are developing independence and personal responsibility, and the College will respect their growing autonomy while meeting its legal and safeguarding duties.
- Effective partnership relies on mutual respect, timely communication, and a shared commitment to high standards of behaviour, attendance and achievement.
- The College will work in accordance with relevant legislation, safeguarding duties, equality obligations and its own policies and procedures.

3. Parent and carer commitments

- Support the student to attend regularly, arrive on time, participate fully and complete independent study or coursework to the best of their ability.
- Encourage the student to follow College expectations, behave respectfully, use College facilities safely and engage positively with learning.
- Inform the College promptly of any circumstances that may affect attendance, wellbeing, safety, behaviour or progress.
- Keep emergency contact details and other key information accurate and up to date.
- Attend meetings, reviews, parent or carer events, and discussions about progress or support arrangements where requested and reasonably possible. Work constructively with College staff to resolve concerns through the appropriate channels and in line with the College complaints procedure.
- Respect the professional role of staff and the privacy, dignity and rights of other students, families and members of staff.
- Support College decisions taken in the interests of safety, safeguarding, teaching and learning and the wider student community, subject to the relevant appeal or complaints process.
- Ensure that communication with the College, including email, telephone, online platforms and social media, remains courteous and appropriate at all times.

4. College commitments

- Provide a safe, respectful and inclusive learning environment.
- Promote high expectations for attendance, conduct, progress and achievement.
- Communicate clearly with parents and carers about College processes, key dates, expectations and opportunities to support student success.
- Share relevant information about attendance, progress, behaviour, welfare or safeguarding in line with legal requirements and the College's data protection and confidentiality obligations.
- Respond to concerns fairly, proportionately and in accordance with College policies and published procedures.
- Offer reasonable opportunities for parents and carers to engage with the College, including meetings or updates where appropriate.
- Make reasonable adjustments where required and seek to communicate in accessible ways where possible.

5. Communication standards

The College is committed to open, professional and respectful communication. Parents and carers are asked to raise concerns promptly and through the appropriate member of staff or published route, so that issues can be considered and resolved as effectively as possible.

- Communications must remain polite and factual
- Parents and carers should allow reasonable time for staff to respond.
- Parents and carers should not expect immediate responses outside normal working hours, during weekends or during College closure periods.
- Where concerns cannot be resolved informally, the College complaints procedure should be followed.

6. Attendance, progress, welfare and safeguarding

The College may contact parents and carers regarding attendance, punctuality, progress, behaviour, welfare, safeguarding concerns, disciplinary matters or other issues affecting a student's learning or safety, where it is lawful and appropriate to do so. Where attendance or punctuality causes concern, the College may implement staged support and intervention, and parents/carers will be expected to engage constructively with this process.

Parents and carers are expected to work with the College where additional support, intervention or safeguarding action is required. Where a student is aged 18 or over, the College will handle information sharing in line with data protection law, confidentiality obligations and, where relevant, the student's consent, except where safeguarding or other lawful grounds apply.

7. Unacceptable conduct

In exceptional circumstances, where behaviour risks undermining respectful partnership working or the safety and wellbeing of students, staff or visitors, the College may need to address unacceptable conduct. This includes behaviour that is abusive, threatening, discriminatory, intimidating or disruptive.

- Abusive, offensive, discriminatory, threatening or intimidating language or behaviour, whether in person, by telephone, in writing or online.
- Actions that compromise safety, disrupt College operations, damage property, breach confidentiality or prevent staff from supporting students effectively.

8. Complaints and escalation

The College encourages concerns to be raised informally in the first instance where appropriate. If a matter is not resolved, parents and carers should use the College's published complaints procedure. Complaints will be considered fairly and in accordance with the stages and timescales set out in that procedure. Please refer to the College's Complaints and Compliments Policy for full details.

9. Data protection and confidentiality

The College will process personal data in accordance with UK data protection legislation and its own privacy notices and policies. Parents and carers should also respect confidentiality and data protection when handling information about students, staff and other families. The College will not normally disclose personal information about other students, families or staff members. The College may share information without consent where this is necessary to safeguard a child or young person, comply with a legal duty, or otherwise where there is a lawful basis to do so.

10. Breaches of this charter

Where partnership approaches have not resolved concerns, or where there is a serious or repeated breach of this charter, the College may take proportionate action as an exceptional measure. This may include setting communication boundaries, arranging managed meetings, restricting contact routes or access to premises, or involving relevant agencies where this is necessary to protect students, staff, visitors or the safe operation of the College.

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