

## Wales High School Communication Charter

### Why We Have This Charter

- **Support for your children:** Effective communication is key to the success of our students.
- **Resource limitations:** We handle around 30,000 emails daily, which impacts our ability to focus on educating, nurturing, and safeguarding students.
- **Clear expectations:** Our roles have expanded, but resources haven't. We must redefine our capabilities and set realistic boundaries.

### Golden Rules of Communication

- **Respectful communication:** All interactions should be kind, thoughtful, and align with our core values.
- **Adherence to the charter:** We expect our school community to follow these values, both in person and on social media. Unannounced visits cannot be accommodated, and appointments must be booked in advance.
- **Zero tolerance for abuse:** We do not expect our school community to tolerate abuse. Any conversations that are disrespectful or do not adhere to our values can be ended.

### How We Communicate with You

- **Collaboration:** We will investigate concerns and work with families and agencies. This is a process and may take time.

- **Response time:** Teaching staff are unavailable during school hours (8:30am–4pm) but will respond within 3-5 working days.

### How You Communicate with Us

- **Consider your need to contact the school:** Check our website for answers before reaching out. Use the Home Communication Log for tutor queries and the MCAS app for subject queries to ensure they reach the right staff. Social media is for updates only.

### Parent Voice

- **Feedback:** We value our families input and regularly gather feedback to improve. Look out for updates in the Families Bulletin and at progress events. Our parent/carer forums are an excellent opportunity to share your views. If you would like to join us, please email [hf@waleshigh.com](mailto:hf@waleshigh.com).

### Families, How You Can Help

- **Support your child:** Your involvement in homework, revision, and preparation for assessments is crucial. You make all the difference.
- **Social media:** Whilst we educate our students how to behave online, we cannot control online issues and cannot allow this to dominate our time, energy and resources.
- **We'd love to hear the positives.** As a society we are not always able to acknowledge the positives; we all lead busy lives. We know that our staff would greatly appreciate any positives you would like to pass on!

