

Windsor High School and Sixth Form Communication / Parents Charter



Windsor High School and Sixth Form is committed to continually improving the service we provide to students, parents/carers and the wider Windsor Family. It is very important that we work together with parents and carers to ensure communication between home and school is accurate, timely and professional at all times. We acknowledge that it is often difficult to communicate with teachers because of timetable constraints and we also recognise that parents and carers also have very busy schedules.

This guidance offers a reminder to ensure consistent and efficient communication between parents/carers and school and will help us to continue our strong home-school relationship and clarify expectations to ensure that we are mindful of staff workload and wellbeing.

How can you communicate with Windsor

- You can give your son/daughter a note/letter to bring in for a member of staff (student is responsible for giving this to the correct staff member)
- Email your request to info@windsor.windsoracademytrust.org.uk identifying the member of staff you would like your query to be forwarded to and the nature of your query. You will receive a holding email from our Administrator to acknowledge your email. This will then be passed onto the member of staff with a request for them to action.

Telephone contact can be made via the main switchboard number. Reception is open between 8.15am and 4.30pm each day, Friday closes at 4.00pm. If you call outside these hours there is a voicemail facility available which will be picked up the next business day. Reception staff will relay messages to staff as soon as possible. Lessons can never be interrupted for teachers to take calls.

If a call is urgent please inform reception staff who will deal with it appropriately.

School staff will endeavour to acknowledge your query (in whatever form it takes, i.e. telephone, email) **within 24 hours and resolve the query as soon as possible.** Staff who work part-time may take longer to respond

If you have not had a response within 3 days please email info@windsor.windsoracademytrust.org.uk

Communication by Email

Emails are a very useful way of communication between school and home. Our first priority is to deliver world class teaching and learning to all our students therefore staff will check their emails at times during the school day that are outside of lessons, planning and assessment time and carrying out other school duties.

Contacting Windsor

We will follow the Windsor Way of respect and responsibility at all times when communicating with you and ask that you do the same so that together we can model effective home-school partnership to our students. [Windsor Way](#)

Communication / Parents Charter

In the first instance please contact the following members of staff who are responsible for your son/daughter in the following order.

1. **If your query relates to an academic issue:** Class Teacher, Curriculum Leader, Faculty Director
2. **If your query relates to a pastoral issue:** Form Tutor, Head of Year / Head of House

Meetings

- Meetings with staff must always be pre-arranged. Parent/Carers must not turn up unannounced as they will not be met
- If you urgently need to see someone, for example if there is a serious family emergency or a Safeguarding / Child Protection issue please phone ahead and reception staff will do their best to find a senior member of staff to see you
- We aim to arrange non-urgent meetings to take place at our earliest opportunity. Windsor will determine the level of urgency at its discretion to enable us to manage multiple demands on staff and school

Contacting you

From September 2024 our preferred means of communication is Arbor, all parents have the opportunity to register for Arbor. This allows us to communicate with you quickly via the Arbor Parent APP (you are able to download this from your APP store). We will mainly use email and occasionally text messages, you can report a student absence via this APP. We are unable to respond to any messages sent to us, if you wish to communicate with us please use the methods stated on the previous page. Parents Evenings appointments are booked through Arbor, we will send details of this for each year group when appropriate.

Telephone calls will be made if immediate contact is required i.e. injury which results in your son/daughter needing to go home. We will contact the first named emergency contact listed, if no answer we will call the second named contact. If necessary, we will leave a VM message.

We prepare and share a Parental Calendar at the beginning of the academic year which sets out key dates. Any amendments to this are shared via our newsletter/Bulletin. Examples below of events in school and how we share information throughout the academic year

- Weekly Newsletter / Fortnightly Sixth Form Bulletin
- Parents' Evening (one for each year group scheduled throughout the academic year)
- Progress report set out as per our Parental Calendar
- Year 11 Revision Information Evening
- KS3 Accelerated Reader Evening
- Dance and Music Productions
- Year 9 Options Evening
- Higher Education / Careers Fair Y9-13

School website is another source of useful information and will be updated in emergency situations like snow closures or system failures. [Windsor Website](#)

We share achievements and events in school via [X](#) and we now have a new Facebook page [Facebook](#). We would encourage Parent/Carers to join these social media pages