WADE DEACON
HIGH SCHOOL

A COMMITMENT TO EXCELLENCE

COMMUNICATIONS CHARTER

OUR COMMITMENT AS A SCHOOL

We will:

- conduct ourselves with politeness and courtesy, in a professional manner, at all times.
- ensure that appropriate lines of communication are kept open with regard to your child's achievement and wellbeing.
- endeavour to respond to your concerns and queries, at the earliest opportunity, and in line with School/Trust policy.
- keep you updated on what is taking place at our School and across the Trust more widely, including websites and social media pages.

YOUR COMMITMENT AS PARENTS AND CARERS

You will:

- reciprocate a polite and courteous approach when communicating with School/Trust personnel, be that in-person, over the phone or by email.
- make use of our existing platforms, including the website, to stay updated with School related information, such as upcoming events.
- where issues arise, observe the School/Trust process, as set out in the relevant policy.
- appreciate that teaching and support staff have a high level of demand placed upon them, and it is therefore not always possible to deal with a complaint immediately or as quickly as expected.
- conduct yourself respectfully online, with a commitment to upholding the highest level of privacy of staff and pupils at all times.

A GREAT PLACE **TO BE A PART OF**