

12 May 2025



UXBRIDGE
HIGH SCHOOL

Dear parent/guardian

I hope this message finds you well. As we continue to work together to provide the best educational experience for our students, I would like to address the importance of clear and respectful communication between families and the school. We are always eager to hear feedback on how we can improve and strongly encourage open communication with our families. With this in mind, we would like to take this opportunity to remind you of the most effective ways to get in touch with us should you need to either share a positive news story or feedback to us a concern you may have.

Effective and respectful communication is essential in maintaining a positive and productive relationship between parents and the school. To ensure that we handle your queries efficiently and thoughtfully, please use the dedicated email address: parents@uhs.org.uk. In the subject line, please include the name of the staff member you would like to reach or who is most relevant to your concern.

To help us respond effectively and maintain a constructive dialogue, we kindly ask that all communication follows these key guidelines:

Be Clear and Concise: clearly state the purpose of your email and provide any relevant details that can help us understand and address your concerns.

Use Respectful Language: Always use polite and respectful language in your communications. Avoid using aggressive or confrontational tones, as this can hinder effective dialogue and resolution.

Allow Reasonable Response Time: Our staff are committed to addressing concerns thoroughly. Please allow a reasonable amount of time for a response before sending follow-up messages. (You should always receive confirmation of your correspondence within 24 hours or equivalent of a working day)

Focus on Solutions: We encourage a collaborative approach to resolving issues. Focusing on solutions rather than blame helps us support your child more effectively.

Confidentiality and Privacy: Please be mindful of the privacy of students and staff. Avoid sharing sensitive or personal information that could compromise confidentiality.

By following these guidelines, we can foster a respectful and productive partnership that benefits the entire school community. This approach also ensures that we all model the PROUD values we aim to demonstrate to our students every day.

You will be aware that our 'code of conduct' sets out much of what has been explored in this letter and is attached for your reference.

Thank you for your cooperation and understanding.

Yours sincerely

L Seymour

Ms L Seymour
Principal

POSITIVE • RESPECTFUL • OPEN MINDED • UNIQUE • DETERMINED

Principal: Louisa Seymour BEd

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