



# QUEEN'S PARK HIGH SCHOOL

18<sup>th</sup> July 2023

Dear Parent/Carer

Communication is fundamental in creating strong parent-school relationships. At Queen's Park High School we have been developing new methods to streamline communication and ensure that parental queries are answered as accurately and efficiently as possible. This letter sets out the best ways of communicating with school from the start of the new academic year in September 2023.

## School Synergy

All parents and carers have an account for School Synergy, our new software package that combines educational information and communication with school in one place. Through Synergy, you can message into school using the 'Contact Gateway'. The Gateway is monitored by our central administration team, who triage requests and ensure that they get to the correct staff members. It also records requests against a service level timeframe to help ensure you get a response within 48 hours.

School Synergy completely replaces EduLink One, where access will end during August 2023, to combine timetables, attendance, behaviour and many other aspects of school life (more information and guides are available under the 'Parents' section of the school website). It is therefore essential that you set up your Synergy account as soon as possible to stay up-to-date with the information available to you about your child, and view any communications that will be sent by the school. Downloading the Synergy Parent app will give you easy access to the system from your mobile device. If you need any assistance in setting up your Synergy account, please contact our ICT Support Team via [ICTSupport@qphs.co.uk](mailto:ICTSupport@qphs.co.uk)

The TALS email inbox ([TALSupport@qphs.co.uk](mailto:TALSupport@qphs.co.uk)) will close during August 2023 so any emails sent in will trigger an auto-response describing alternative ways of contacting the school. This mailbox will not be monitored so please send any enquiries through your Synergy portal/app, including absence reporting and notification of personal detail changes for yourself or your child.

## ParentMail

QPHS uses the ParentMail system for online payments, this can range from trips to cashless catering.

## Telephone

We are also contactable via telephone for emergencies and urgent enquiries between 8:00am - 12:30pm and 1:00pm – 4:00pm. The number for main reception is 01244 257088. Parents and carers contacting school between 12:30pm and 1:00pm will be able to leave a message on our voicemail.

Yours faithfully

**Mr Dave Helsby**  
Operations Manager

*Inspiring Individuals • Empowering Minds • Defining Futures*

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Headteacher: Mr Tom Kearns BSc NPQH

