



Communications Protocols September 2026

At Thomas Hall School, we want to develop an effective, productive relationship between stakeholders. This requires improved communication from all parties across the community. An honest, open and transparent dialogue is required to successfully support the children and employees within our care and safeguard their wellbeing.

Aims

- 1: To maintain effective, professional and informative communication systems
- 2: To develop positive working relationships across all stakeholders
- 3: To support the development of each child across our school.

It is our intention that all communication at Thomas Hall School should:

- Keep staff, pupils, families and other stakeholders well informed.
- Be open, honest, ethical and professional.
- Use jargon-free English and be easily understood by all.
- Be conducted in a timely manner, use the method of most effective communication that is appropriate to the context, method and audience

1. How to contact the school:

1.1 Email - The main communication from parents is via email or telephone and parents are asked to contact the school via the school office using reception@thomashallschool.org. This enables the school to act in a timely manner and ensures that the response is addressed within the time scale outlined below:

- **Acknowledgement:** 1 working day
- **Response:** 5 working days

In exceptional cases where further information or a thorough investigation is required, a 10 working day limit is applicable. If this is the case, then a holding communication will be made. Teachers set aside time each school day to check communications. However, commitments, illness and part-time working may restrict an immediate response. We therefore ask for patience and understanding from our parents when awaiting a response.

1.2 Letter. Letters can be handed into, or posted to, the school office. As with emails, all letters will be treated with full confidentiality and the responses will be made by the member of staff addressed. Please note all letters should specify the member of staff to whom the query is addressed. Please let the office staff know if the letter contains information about your child which you would like the class teacher to receive urgently. We will provide oral or written acknowledgement of the letter within 2 school days, and we will respond to letters within 10 working days (during term time; to cover sickness and investigations).

1.3. Telephone. This would be appropriate where enquiries are deemed more urgent by the parent, such as communicating particular information, about the child to the school. We ask parents to phone the school office on 01392 757 371 where you can leave a message or speak to a member of the office team.

1.4. Appointments. If necessary, parents can visit the school to ask questions, gain support or to have the opportunity to talk about their child/home issues with either the child's class teacher or the Senior Leadership Team. Parents are asked to phone the school office on 01392 757 371 to make an appointment.



This allows the school time to organise cover to make staff members available to speak to parents. We will aim to make appointments within 5 working days and are willing to meet either before (from 8.00 am) or after school (3.30 – 4.30 pm) to fit in with parents. Parents are asked not to approach teachers to discuss their child if they meet them outside of school as this does not allow for confidential discussion.

1.5. Absence Requests. We ask parents to complete a school 'Absence Request Form' which we require to be given to the school a minimum of 10 working days before the requested date, in order to receive a response before the date of the absence. This form is then forwarded to the local authority as this is a legal requirement. The S2 form needed to be completed can be collected from our main reception, or downloaded from the attendance page on our website: [HERE](#)

2: School website

Our school website contains a range of specified information to give parents and carers, and the wider public, a full picture of provision at our school. We have developed a parent's section to support with key information, along with term dates and a live calendar so parents can check events.

3. Home-school communication

3.1. Written Communication. A diary of school events will be produced and communicated via the school's weekly communication and on the website. This contains general details of school events and activities. We send other letters when necessary, copies of these can be found on our Letters Home part of our website [HERE](#).

3.2. Termly curriculum updates. At the beginning of each term, all primary teachers write to the parents or carers of the children in their classes with details of the work to be covered during the forthcoming half-term. We invite parents and carers to support their child's work through a range of suggested activities to be shared with the child at home. Class teachers will write every week and share this through Dojo.

Secondary aged pupils have a knowledge organiser with specific work to focus on. This is then checked by tutors on Friday during PM registration.

3.3. Feedback. We welcome and value all feedback from parents and carers about our school's policies and practices. We conduct surveys to canvass the views of families, and offer regular coffee mornings for in-person discussion

3.4. Meetings. We arrange an annual curriculum meeting for parents and carers. These are evening meetings to explain various areas of our curriculum and approaches to teaching and learning. All residential visits that children make involve a number of meetings with parents and carers regarding the planning and content of the visit, and a post-visit review.

3.5. Daily Attendance. If a child is absent from school, and we have had no indication of the reason, we contact families (by telephone, if possible) to find out the reason for the absence. If we are not able to reach a parent by telephone, we will send a text message.

4: School's response to parents.

4.1 The school is required to recognise parents as being those who meet the following definition:

- all biological parents, whether they are married or not



- any person who, although not a biological parent, has parental responsibility for a child or young person – this could be an adoptive parent, a step-parent, a guardian or other relative
- any person who, although they are not a biological parent and do not have parental responsibility, has care of a child or young person. A person typically has care of a child or young person if the child lives with them either full or part time and they look after them, irrespective of what their biological or legal relationship is with the child.

4.2 The school's practice is to add parents to the Management Information System so that the child's parents receive information regarding their child's academic progress and attainment, as well as pastoral notices. Teachers will communicate with the child's parents should there be an immediate need to contact them during the school day. There may be limited exceptional circumstances which may prevent the school from communicating with both/all parents as outlined above, such as restrictions imposed through an Order made by the Family Court.

5: Confidentiality

5.1. We store useful information about pupils in our school and from time to time we are required to pass some of this information to others for educational purposes. Details about the types of data we hold, why we hold that data, and who we may pass it on to is outlined in our Data Protection Policy. This is a requirement under the Data Protection Act 1998.

5.2. Notes. Notes from telephone calls/meetings/email content will be saved electronically on to the pupil profile on our Arbor system.

5.3 All visitors to school must report to Reception, sign in and wait to be collected by the staff member they are seeing.

Communication from parents should be polite and civil at all times. Rudeness, inappropriate language, verbal abuse or threatening behaviour will result in the communication being ended immediately. Should the Headteacher deem it necessary for safeguarding and security reasons, action will be taken and restrictions may be put in place for future communication.

Please note:

Staff are not permitted to communicate with parents or students via private social networking sites (such as Facebook) or accept them as "friends". The exception is networks or blogs set up specifically for the purpose of teaching and learning, together with official School sites. This is part of our safeguarding procedure to protect students and staff.