



## RTS Parents' Communication Overview

The summary below outlines the many forms of communication between the School and our parents/carers and provides some suggestions on how best to contact the School to address any queries you may have.

Please note the school office is closed during the school holidays.

Type of Communication	Method of Communication
<b>Communication with prospective and new parents</b>	<p>Open mornings in the Summer term for students in Year 5.</p> <p>Annual open evening and open mornings in the Autumn term for students in Year 6.</p> <p>Information is provided to new parents at the Year 7 enrolment event in June, induction evening in July, Curriculum evening in September, and academic tutor consultation evening in the Autumn term.</p>
<b>Admissions queries</b>	<p>The admissions policy is on the School website.</p> <p>Specific admissions queries should be emailed to <a href="mailto:admissions@rts.richmond.sch.uk">admissions@rts.richmond.sch.uk</a></p>
<b>Student progress</b>	<ul style="list-style-type: none"> <li>● Assessment Point (APs) collections provide a snapshot of attainment and attitude to learning.</li> <li>● A full report with targets is provided at the end of each academic year.</li> <li>● Parent consultation evenings, twice a year, provide the opportunity to meet with academic tutors and subject teachers to discuss progress.</li> <li>● Students' progress can be monitored via the Arbor app.</li> <li>● At the start of each year parents receive a curriculum guide which provides an overview of what your child is learning and when as well as how they are assessed. You can access this in the Curriculum section of the school website, <a href="#">here</a>.</li> </ul>
<b>School Events</b>	<ul style="list-style-type: none"> <li>● These are communicated via emails, the School website <a href="https://www.richmonduponthamesschool.org.uk">https://www.richmonduponthamesschool.org.uk</a> and weekly RTS Parents' Newsletters.</li> <li>● Other regular updates are posted to the School's X (formerly known as Twitter) and Instagram accounts <a href="#">@RTS_Twickenham</a></li> <li>● General queries regarding School events should be directed to Student Welfare by calling <b>020 8891 2985</b> or by emailing <a href="mailto:info@rts.richmond.sch.uk">info@rts.richmond.sch.uk</a></li> </ul>
<b>Attendance</b>	<p>Messages regarding student absence should be communicated via the absence line <b>020 8891 2985 - choose option 1</b> - or by emailing <a href="mailto:attendance@rts.richmond.sch.uk">attendance@rts.richmond.sch.uk</a> before 08:45 am on the day of absence.</p>
<b>Curriculum queries</b>	<p>Please contact the appropriate Subject Teacher in the first instance by emailing the relevant teacher or Curriculum Leader if appropriate. Staff are able to be emailed directly. Please use initialsurname@rts.richmond.sch.uk, eg. <a href="mailto:jsmith@rts.richmond.sch.uk">jsmith@rts.richmond.sch.uk</a>.</p> <p>A full staff list is accessible from the school's website <a href="#">here</a>. If in doubt, please check with the school office.</p>

Type of Communication	Method of Communication
	You can also find out more in the Curriculum section of the school website, <a href="#">here</a> .
<b>Day-to-day curriculum information</b>	Daily or weekly Google Guardian email summary. Your child's planner/diary. Through your Arbor login, you can also access information about your child's learning or your child's subject teacher.
<b>Non-academic or pastoral queries</b>	Please contact your child's Academic Tutor in the first instance through a note in your child's study planner/diary. You can also contact your child's Academic Tutor by email, a list of tutors is accessible from the <a href="#">website</a> .
<b>Safeguarding Concerns</b>	Please contact Student Welfare by calling <b>020 8891 2985</b> or by emailing <a href="mailto:safeguarding@rts.richmond.sch.uk">safeguarding@rts.richmond.sch.uk</a> explaining if the issue is urgent and it will be directed to the appropriate Safeguarding Lead who will call you back as soon as possible.
<b>Special Educational Needs and Disabilities queries.</b>	Contact the school's SENDCO by calling <b>020 8891 2985</b> or by emailing <a href="mailto:senco@rts.richmond.sch.uk">senco@rts.richmond.sch.uk</a>
<b>Communication by letter</b>	If you wish to send us a letter, please use the following address clearly stating who the letter should be forwarded to: <b>The Richmond upon Thames School</b> <b>Egerton Road</b> <b>Twickenham</b> <b>Middlesex</b> <b>TW2 7SL</b> Please note that email communication is likely to be responded to in a more timely manner.
<b>Visits in person</b> <i>(Until further notice, parents/carers should not come to the school site, unless in the case of emergency)</i>	In some cases, you may value the opportunity to have a conversation in person with a specific member of staff.  Prior appointments should be made for these meetings.  Please request a meeting via the Student Welfare Team by calling <b>020 8891 2985</b> or by emailing <a href="mailto:info@rts.richmond.sch.uk">info@rts.richmond.sch.uk</a> who can determine the best person for you to meet with.
<b>Consultation</b>	Questionnaires are issued to parents/carers on a range of issues and in a variety of formats.  Parent drop-in sessions with the Head Teacher and Leadership Team take place throughout the year. You are notified of dates for these sessions via the Parents' Newsletter.
<b>Emergencies</b>	In case of urgent messages needing to be relayed to your child(ren) during the School day please telephone <b>Student Welfare</b> on <b>020 8891 2985</b> or email <a href="mailto:Info@rts.richmond.sch.uk">Info@rts.richmond.sch.uk</a>

General parental queries sent to [info@rts.richmond.sch.uk](mailto:info@rts.richmond.sch.uk) or contact the staff member by email ([see the staff list on the website](#)). We will aim to provide an initial acknowledgement to all non-urgent queries within 2 school days and a follow-up response within 10 school days.