



## 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:info@rts.richmond.sch.uk">info@rts.richmond.sch.uk</a></p>
<b>Student progress</b>	<p>Assessment Point collections provide a snapshot of attainment and behaviour.</p> <p>A full report with targets is provided at the end of each academic year.</p> <p>Parent consultation evenings, twice a year, provide the opportunity to meet with academic tutors and subject teachers to discuss progress.</p> <p>Students' progress can be monitored via the Arbor app.</p>
<b>School Events</b>	<p>These are communicated via emails, the School website <a href="https://www.richmonduponthamesschool.org.uk">https://www.richmonduponthamesschool.org.uk</a> and bi-weekly Parent Newsletters.</p> <p>Regular updates are posted to the School twitter feed <a href="https://twitter.com/RTS_Twickenham">@RTS_Twickenham</a></p> <p>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></p>
<b>Attendance</b>	<p>Messages regarding student absence should be communicated via the absence line <b>020 8891 2985</b> or by emailing <a href="mailto:attendance@rts.richmond.sch.uk">attendance@rts.richmond.sch.uk</a> before 08:45am on the day of absence.</p>
<b>Curriculum queries</b>	<p>Please contact the appropriate Subject Teacher in the first instance by emailing Student Welfare <a href="mailto:info@rts.richmond.sch.uk">info@rts.richmond.sch.uk</a> who will be able to direct your query to the appropriate teacher, or Curriculum Leader if appropriate</p> <p>You can also find out more in the Curriculum section of the school website, <a href="#">here</a>.</p>
<b>Day-to-day curriculum information</b>	<p>Daily or weekly Google Guardian email summary.</p> <p>Through your Arbor login, you can also access information about your child's learning or your child's subject teacher.</p>

<b>Non-academic or pastoral queries</b>	Please contact your child's Academic Tutor in the first instance by emailing:  <b>Year 7 Team</b> <a href="mailto:Year7@RTS.richmond.sch.uk">Year7@RTS.richmond.sch.uk</a>  <b>Year 8 Team</b> <a href="mailto:Year8@RTS.richmond.sch.uk">Year8@RTS.richmond.sch.uk</a>  <b>Year 9 Team</b> <a href="mailto:Year9@RTS.richmond.sch.uk">Year9@RTS.richmond.sch.uk</a>  <b>Year 10 Team (from September 2020)</b> <a href="mailto:Year10@RTS.richmond.sch.uk">Year10@RTS.richmond.sch.uk</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>MiddlesexSLT@rts.richmond.sch.uk</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, e.g. hard copies at parent consultations and via email. 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 or to a member of the Senior Leadership Team, please telephone Student Welfare on <b>020 8891 2985</b> .

General parental queries sent to [info@rts.richmond.sch.uk](mailto:info@rts.richmond.sch.uk).

Please note that 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.