



COMMUNICATION POLICY

This policy will be reviewed annually or in response to changes in legislation		
Created	September 2018	Vice Principal
Last Review	September 2022	Vice Principal
Approved	September 2022	Principals and Heads
Next Review	September 2023	Vice Principal

This Policy applies to all year groups at Thomas's Schools, including the EYFS. Thomas's London Day Schools operates as a united group of schools with a similar ethos and values and as such is referred to as a singular body. This Policy should be read in conjunction with Thomas's Code of Conduct,

1. AIMS

Thomas's aims to be open and forthcoming in its communications with parents, staff and external contractors

2. PROCEDURES

2.1 Telephone

For urgent messages or enquiries this is the most reliable form of communication. Parents should ring the School Office with any changes to collection details or other immediate concerns.

2.2 Email

Parents are welcome to email members of staff about matters relating to their children and this is generally the most efficient method of making contact for brief, non-urgent issues.

Teachers' email addresses can be found on the Staff list on My School Portal (MSP).

Please consider their full teaching schedules; immediate responses cannot be expected. We feel that lengthy email communications are not always desirable, especially when used as a medium for dialogue concerning an emotive subject, such as your child. If when typing, if you reach a hundred words we would strongly encourage you to pick up the telephone and arrange to speak to the relevant member of staff, either on the phone or in person.

Although it does not need saying, parents are asked to keep their tone on email as courteous as it would be in conversation.

Members of staff are not expected to respond to emails outside of school hours.

2.3 *Meetings*

In addition to formal parents' evenings held throughout the year, parents are welcome to meet with their child's teacher or any other member of staff should they have a matter they wish to discuss. These are best arranged by emailing the member of staff concerned to agree a mutually convenient time.