

# **Thomas Telford School**



## **Charter for Parents**

Please keep safe for future reference

February 2026



# Thomas Telford School

## QUALITY THROUGH COOPERATION

### **Continuous Improvement**

The School is committed to continually improving its service to our students, parents and the wider community. We have quality assurance systems in place for gathering information and monitoring progress in relation to quality of care.

As well as commenting on the regular Module Reports, parents and students are invited to complete questionnaires at key points: for example after the Key Stage 4 Information Evening, Careers Discovery Programme, etc. The information gathered is quantified and evaluated to gauge satisfaction and to pick up on areas for improvement.

We welcome communication from parents to help us raise the quality of services available. A list of personnel to contact is on the next page and attached to the back of this Charter is a copy of a proforma which may be used for this purpose at any time by parents and students. Further copies of the proforma are available from the School Reception or on the website ([www.ttsonline.net](http://www.ttsonline.net)) within the Parents' Charter document in the Parent Information Section. Completed forms may be emailed to [kburnett@ttsonline.net](mailto:kburnett@ttsonline.net).

## POINTS OF CONTACT

The School has a range of contacts and services available to help parents resolve issues ranging from routine enquiries to formal complaints.

The first point of contact for personal and academic issues relating to the progress and welfare of students:

	<b>Student's Personal Tutor</b>
• Year 7	<b>Head of Year:</b> Miss C Hughes
• Year 8	<b>Deputy Head:</b> Mr J Norman
• Year 9	<b>Head of Year:</b> Mrs M Bennett
• Year 10	<b>Deputy Head:</b> Mr P Nicholls
• Year 11	<b>Assistant Head:</b> Ms C Wright
• Sixth Form	<b>Deputy Head:</b> Mr A Bird
Safeguarding/Medical Issues	<b>Designated Safeguarding Lead</b> Ms C Wright
Attendance/Well-being	<b>Deputy Head:</b> Mr Norman
Special Needs issues, including the needs of exceptionally gifted children	<b>Head of SEN:</b> Mrs N Parkinson
Enquiries relating to the Homework Policy	<b>Senior Deputy Head:</b> Miss E Powell
Enquiries relating to Health and Sex Education issues	<b>Senior Deputy Head:</b> Miss E Powell
Help with grants for school clothing, meals, etc	<b>Senior Administrator:</b> Miss D Braiden
Enquiries concerning School transport	<b>Assistant Head:</b> Mrs A Jones
Formal complaints	<b>Headmaster:</b> Mr I Rawlings

All relevant School Policies are available on the website – [www.ttsonline.net](http://www.ttsonline.net)

Please email, write or telephone (01952) 200 000. We will do our utmost to respond within 24 hours  
Email addresses comprise initial+surname e.g: abird@ttsonline.net

## **SAFEGUARDING AND ENVIRONMENT**

### **The services you should expect from the School**

#### **SAFE SURROUNDINGS**

- A safe and orderly learning environment with high standards of behaviour.
- Quick, decisive action with any unruly students to protect the interests of the majority.
- Quick, decisive action to protect your child from bullying.
- A School environment free of harmful and illegal drug possession, selling, purchase or consumption. Any such activity will result in expulsion.
- An ICT network that has systems and rules in place to safeguard your child as far as possible from inappropriate materials.

#### **ACADEMIC ENVIRONMENT**

- A broad curriculum with an emphasis on Science, Technology and Mathematics.
- Regular reporting (approximately every six weeks after the first term of Year 7) to ensure that parents are fully informed about student progress.
- Frequent opportunities (through the module reporting system) to express satisfaction or dissatisfaction.
- A Personal Tutorial system which supports students throughout their academic career at the School with older students supporting younger ones in the group with integration and change throughout their time at TTS.
- Advice for parents on how best to support their child's education with information provided online and via the post about important issues.
- A polite, courteous and prompt response. It is always helpful if parents reciprocate.
- Comprehensive careers advice and links with industry.
- Access to all the School's policy documents, available by prior appointment.

## PARENTAL ENGAGEMENT

### How parents can support the School and their child with his/her studies

#### SAFE SURROUNDINGS

- Ensure that your child understands that the School expects the highest standards of behaviour; that bullying (in school or online) is not tolerated.
- Ensure that your child understands the seriousness of downloading inappropriate materials from the computer facilities in school and counsel him/her that this could lead to the loss of his/her place at the School.
- Be aware of your child's computer and other networking at home and ensure your child understands the seriousness of cyber bullying and inappropriate behaviour.[eg posting inappropriate pictures on Facebook, etc].
- Be safe and considerate to others when dropping off/picking up your child outside school. Share lifts when possible.
- Always ensure that students get in/out of vehicles on the **pavement side** of the road to avoid contributing to their risk of life changing injuries.
- **Do not obstruct the entrance/exit by stopping on the zig-zag lines** or abuse any other parking restrictions outside the School. Failure to observe these restrictions may lead to a serious accident and could lead to prosecution by the Police.
- **Always** observe the one-way system on the school grounds and follow instructions of stewards.

#### PASTORAL ENVIRONMENT

- Ensure that your child understands the Standards of Behaviour expected of him/her as described in the Students' Charter.
- In the event of seriously unacceptable behaviour, parents will be asked to collect their child from school and attend a meeting with senior members of staff to work with the School to resolve matters.
- Always report to us any concerns about your child's well-being and work cooperatively with the Personal Tutor to resolve matters satisfactorily.
- Encourage excellent attendance and punctuality. Please do not organise family holidays during term time.
- Provide a suitable 'distraction-free' environment for homework to be completed on time.

## How parents can support the School and their child with his/her studies [continued]

### ACADEMIC ENVIRONMENT

- Observe progress as detailed in your child's Module Report and let the Personal Tutor know of any concerns or suggestions you may have in the parent's section of the Module Report.
- Arrange appointments to speak with specific subject teachers if your child is struggling.
- Make yourself aware of the meaning of National Curriculum levels, GCSE grades and BTEC levels, as well as AGCE and BTEC grades at Sixth Form level. Ask the teachers to explain if necessary.
- Always attend key presentations with your child so that they feel supported by your involvement. These are usually at the beginning of Key Stage 3, Key Stage 4 (Options) and in preparation for the Sixth Form.
- Attend the frequent opportunities to meet with the Careers staff to help plan your child's future.
- Speak to your child about safe internet use, including social media, and appropriate use of AI.
- When possible, offer work experience opportunities to students.

### COMMUNICATION

- Show a particular interest in your child's development by asking about their work in all the subjects they are studying.
- Encourage your child to be involved in the many events which the School hosts so that he/she experiences the sporting, academic and performing arts aspects of school life.
- Sign up to electronic communications with the School to keep your contact details up to date and to receive emails/texts.
- Use website ([ttsonline.net](http://ttsonline.net)) to access curriculum and weekly School broadcasts. Ask your child or the School for help if necessary.



# Thomas Telford School

QUALITY THROUGH COOPERATION

## Concerns, Complaints, Suggestions and Thank You

Please use this Proforma if it helps you. Alternatively, there is a similar form in the Parents Charter on the Parent Information Section of the website (ttsonline.net) which can be emailed to [kburnett@ttsonline.net](mailto:kburnett@ttsonline.net).

Please tick

Concerns

Complaints

Suggestion

Thank You

Name .....

Daytime Telephone Numbers to enable quick contact:

Address .....

.....

.....

.....

Please indicate the detail here and tick if you require an appointment. If a concern or complaint, we will do our utmost to respond within 24 hours.

Please tick

Appointment Required

No Appointment Required

Details:

Please continue overleaf

**Continue details here**

**What changes would you like to see?**

**Signed.....**

**Date.....**