

Thomas Telford School



Parent Charter

Prepared by:

A Bird

Date:

September 2026

Approved by

Review Date:

September 2027

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.

In addition to 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, student voice surveys, 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) within the Parents' Charter document in the Parent Information Section. Completed forms may be emailed to: 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 progress and welfare is the **PERSONAL TUTOR**.

Please also see the relevant Heads of Year below:

- | | |
|--------------|--------------------|
| • Year 7 | Mr Wrenshall-Jones |
| • Year 8 | Miss Hughes |
| • Year 9 | Mr Norman |
| • Year 10 | Ms Wright |
| • Year 11 | Mr Nicholls |
| • Sixth Form | Mr Bird |

Safeguarding/Medical Issues	Designated Safeguarding Lead: Ms C Wright (Deputy Head)
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Attendance/Well-being	Mrs Amy Jones (Assistant Head)/ Mr J Norman (Deputy Head)
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Special Educational Needs	SENCO – Mrs N Parkinson
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Homework	Miss E Powell (Senior Deputy Head)
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Health and Sex Education queries	Miss E Powell (Senior Deputy Head)
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Clothing, pupil premium, finance	Miss D Braiden (Senior Administrator)
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School Transport	Mrs A Jones (Assistant Head)
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Formal complaints	Mr I Rawlings (Headmaster)
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All relevant School Policies are available on the website – www.ttsonline.net

Please email, write or telephone (01952) 200 000. We will do our utmost to respond within 48 hours.

Email addresses comprise initial+surname: Cwright@ttsonline.net

SAFEGUARDING AND ENVIRONMENT

The services you should expect from the school as a parent are detailed below:

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 immediate expulsion.
- A school environment with a clear policy in place to ensure mobile phone use does not impact the school day. Any cases of mobile phone use will be managed in line with our Mobile Phone Policy.
- 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 students in the group throughout their time at TTS.
- Advice for parents on how best to support their child's education with information provided via MCAS, 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 their 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 [e.g. posting inappropriate pictures on social media, group chats, etc].
- Be safe and considerate to others when dropping off/picking up your child outside school. Share lifts when possible.
- Reinforce appreciation of the School's policies, specifically:
 - Safeguarding Policy
 - Student Charter
 - Mobile Phone Policy
 - Behaviour Policy

PASTORAL ENVIRONMENT

- Ensure that your child understands the Standards of Behaviour expected as described in the Student 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.

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.

Please tick:

☐

Concerns

☐

Complaints

☐

Suggestion

☐

Thank You

Name:

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Address:

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Daytime Telephone Numbers to enable quick contact:

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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 48 hours.

Please tick:

☐

Appointment Required

☐

No Appointment Required

Details:

Please continue overleaf

Continue details here

What changes would you like to see?

Signed:
Date: