



Date: 19th October 2026

Dear Parents and Carers,

At Langtree School, we are committed to "Putting Learning First" and providing an ambitious, supportive, and inclusive environment where every student can achieve, belong, and thrive.

We are extremely proud of the strong, positive partnership we foster between home and school, which is essential to achieving this goal. Effective communication is key to maintaining those relationships.

To ensure our communications remain constructive, efficient, and manageable for staff alongside their main duty of teaching, we are sharing the following guidelines for school-home communication.

All interactions across our school community—whether among students, staff, or parents—are rooted in Langtree School's three core values: Courtesy, Respect, and Integrity. We kindly ask that all emails, phone calls, and face-to-face interactions reflect these values at all times.

Upholding and modelling Courtesy, Respect, and Integrity ensures a professional and welcoming environment for everyone and sets a positive example for our young people.

Our teaching staff spend the majority of their day in the classroom with students and leading extra-curricular activities. Consequently, staff are unable to check or reply to messages during instructional time. We aim to acknowledge and respond to non-urgent queries within 3 working days.

The following is a guide to where to direct your emails in the first instance:

- Pastoral or Subject Enquiries: Your child's Form Tutor or Subject Teacher is often the best initial point of contact.
- General Enquiries: Please contact the main school office via email or telephone.

To ensure that staff can prepare properly and give you their full, undivided attention, meetings with teachers, pastoral leaders, or other staff are by appointment only. We ask parents not to arrive at reception expecting an unscheduled meeting, as staff will be teaching or supervising students.

The only exception to this policy is in the event of an urgent safeguarding issue. If you have an immediate safety or welfare concern regarding a child, please inform reception immediately so a member of staff can assist without delay.

We understand that some home situations are complex. We may have more than one parent/carer details to contact. However, we will only contact one parent/carer if we need to discuss your child. Unfortunately, we do not have time to make multiple contacts about an issue. We, therefore, request that parents and carers should make their own arrangements to share information about your child with other priority contacts. All reports and official correspondence will go to priority 1 and 2 contacts.

Thank you for your ongoing support and partnership. By working together in a spirit of mutual respect and understanding, we can continue to ensure the best possible educational experience and well-being for all our students.

Yours sincerely,
Simon Bamford