



THAKEHAM PRIMARY SCHOOL  
Headteacher: Will McDonald  
Operations Manager: Georgina Ritchie  
Senior Teacher: Bex Stender  
Inclusion Manager: Bex Stender  
Rock Road  
Storrington  
West Sussex  
RH20 3AA  
Tel: 01903 740176  
Email: [office@thakehamps.co.uk](mailto:office@thakehamps.co.uk)  
Web: [www.thakehamps.co.uk](http://www.thakehamps.co.uk)

8<sup>th</sup> October 2025

## Communication at Thakeham

Dear Families,

We are well known at Thakeham for our focus on nurture, well-being and good mental health. This is part of what makes us a unique, over-subscribed and highly sought after school!

Over the past few years, our school offer has also grown in size - from our NHS team offering interventions to our many parent events to our various extra-curricular activities, Thakeham has become busier than ever!

School staff are therefore now managing more communications than before so we thought it would be helpful to clarify our ways of working. We have prepared the summary table overleaf which explains the best way to communicate with the appropriate person and ensure school staff are able to respond accordingly.

We encourage you to make good use of this table so that we can be assured we are working together, with you, for the benefit of our pupils.

Thank you for your support.

Take care,

Will



Courage • Ambition



Respect • Enjoyment



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At Thakeham Primary School, clear and efficient communication is essential to support pupils' education. Follow these guidelines to address queries effectively and enable staff to focus on teaching and learning.

Query	Initial Contact	Follow Up Contact (if needed)	How long to wait for an answer?	How to communicate
Questions related to anything class-based, e.g. learning, behaviour, homework, friendships, additional or pastoral needs.	Class Teacher	Headteacher	Reply within 3 working days.	<ul style="list-style-type: none"> <li>Contact office.</li> <li>Speak directly to teacher on the playground at pick-up.</li> <li>Speak to a staff member on the gate at drop-off.</li> <li>Send a one-way message on Class Dojo.</li> <li>Message teachers on Tapestry (Beatles Class only).</li> </ul>
Questions related to anything that has occurred at morning play or lunchtime.	Class Teacher	Headteacher		
Queries about events, trips or extra-curricular activities.	Office	Headteacher	Reply within 3 working days.	<ul style="list-style-type: none"> <li>In person.</li> <li>Or, via email.</li> <li>Or, by telephone.</li> </ul>
Queries about becoming a volunteer in school	Office	Headteacher	Reply within 3 working days.	<ul style="list-style-type: none"> <li>In person.</li> <li>Or, via email.</li> <li>Or, by telephone.</li> </ul>
Questions related to FoTS events.	FOTS	Office	As per FOTS policies.	<ul style="list-style-type: none"> <li>In person or as directed by FoTS.</li> </ul>
Complaints.	Headteacher	Policy will be used.	Policy states timeframes.	<ul style="list-style-type: none"> <li>In writing via email.</li> </ul>
Emergency of any kind.	Office	Headteacher	Reply same day.	<ul style="list-style-type: none"> <li>In person.</li> <li>Or, via email.</li> <li>Or, by telephone.</li> </ul>
Safeguarding concerns.	Headteacher	Mrs Stender	Reply same day.	<ul style="list-style-type: none"> <li>In person on gate.</li> <li>Or, via email.</li> </ul>
Changes or events at home that you feel we need to know about.	Office	Headteacher	Reply within 3 working days.	<ul style="list-style-type: none"> <li>In person.</li> <li>Or, via email.</li> <li>Or, by telephone.</li> </ul>
Changes to drop off and pick up routines – including absences.	Office	Headteacher	Reply same day.	<ul style="list-style-type: none"> <li>In person.</li> <li>Or, via email.</li> <li>Or, by telephone.</li> </ul>
Queries for SENCO	SENCO	Headteacher	Reply within 3 working days.	<ul style="list-style-type: none"> <li>In person on gate.</li> <li>Or, via email.</li> </ul>

Office	Tel: 01903 740176 Email: <a href="mailto:office@thakehamps.co.uk">office@thakehamps.co.uk</a> Office hours: 8:30am to 3:45pm
Headteacher	<a href="mailto:head@thakehamps.co.uk">head@thakehamps.co.uk</a> for general queries and <a href="mailto:dsl@thakehamps.co.uk">dsl@thakehamps.co.uk</a> for safeguarding queries.
Class Teachers	Parents are not supposed to email teachers directly. This is to protect their wellbeing and work-life balance. Please speak to them in person, email the office or use Class Dojo/Tapestry.
SENCO	<a href="mailto:senco@thakehamps.co.uk">senco@thakehamps.co.uk</a>
Class Dojo	All families should be signed up. You can send a one-way message to a teacher using the chat function. They cannot reply. But, if you send a message they will make sure to make contact as per the above table
Tapestry	All Beatles families should have logins. Please speak with Mrs Stender or Mrs Usherwood if you have issues logging in.
FoTS	To contact FoTS, please email: <a href="mailto:fots@thakehamps.co.uk">fots@thakehamps.co.uk</a>

**A gentle reminder that we expect all members of our community to communicate in a way that is constructive, respectful and in line with our school values.**

**Courage • Ambition**



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