

DRAFT v0.1 FOR PRACTITIONER TESTING — NOT FOR CIRCULATION

Parent and outcome communication templates

For school leaders and DSLs in England. Five editable messages support an actual request, a decision and subsequent reviews. Use alongside the individual decision record and the school's adopted policy.

MUST the law requires it **SHOULD** follow it unless there is good reason not to **STATED** what KCSIE says, without "must" or "should" **GOOD PRACTICE** our suggestion, not from KCSIE

Numbers in brackets are KCSIE paragraphs. Brackets containing words are fields to complete.

The suggested wording, message sequence and completion checks are **GOOD PRACTICE**. They are not prescribed letters or additional KCSIE requirements. Statements about the guidance carry the same labels and paragraph references as the toolkit.

Before using any message

A child confiding without asking for change is not, by itself, a reason to contact parents or break confidence. **STATED** [271] Use the school's safeguarding route for concerns. **SHOULD** [58, 59]

For a request, engage parents or carers as a priority. If involving them would be a greater risk to the child than not involving them, the DSL determines safeguarding action before contact or a decision. **SHOULD** [268]

YOUR SCHOOL DECIDES: Complete before use

Named sender and role: [Name/role] · Decision-maker: [Role] · Contact: [Details] · Local target timescale: [Period] · Review/complaints route: [Details]. Use the choices in the adopted policy; KCSIE sets no decision timescale.

Template	Use when
1 Acknowledging a request	A request has been received and the parental-contact position has been checked.
2 Inviting parents or carers to a meeting	Seeking the child's and parents' views and relevant evidence before deciding.
3 Communicating the decision and review arrangements	The authorised decision and its reasons have been recorded.
4 Arranging a review	Circumstances or needs have changed, or a locally scheduled review is due.
5 Reviewing pre-September arrangements	Considering whether earlier support remains appropriate and the effect of any change.

Completion check

Replace every word-bracket field, remove drafting instructions from the message being used, and check names, recipients, dates and the safe method of contact. State only verified case facts. Match reasons and arrangements to the decision record. **GOOD PRACTICE**

Keep information confidential and securely stored. **SHOULD** [74] Save the completed message and communication details with the authorised record. **GOOD PRACTICE**

USE Policy framework sections 4–9; DSL checklist; Parents and carers explainer; Existing arrangements review. All v0.1 draft.

This resource summarises statutory guidance for schools in England. It is not legal advice and does not replace KCSIE 2026 or the school's own policies.

1 Acknowledging a request

Suggested wording — GOOD PRACTICE. Complete fields to match the case and local policy.

[School name]

[Date]

Private — for [Parent/carers name(s)]

Subject: Request for support for [Child's name]

Dear [Parent/carers name(s)],

Thank you for [speaking/writing] to us on [date]. We have received [your / your child's] request for [describe the changes requested accurately].

We will consider the request through [School name]'s process, with [DSL name/role] involved. This acknowledgement does not communicate a decision.

The guidance says the school should engage parents or carers as a priority and give their views great weight. **SHOULD** [268] We would like to hear your views and understand what support your child is seeking.

Staff should not adopt changes relating to social transition before the school has made a decision and parents or carers have been involved as the guidance sets out. **SHOULD** [260]

Our next step is [meeting/contact/other step] on or by [date]. [Name/role] will be your contact. Our local aim is [timescale], and we will update you by [date]. This is the school's timescale, not a deadline set by KCSIE.

You can find our policy at [location/link], or ask us for a copy. Please let [contact] know how we can support a conversation with you and your child.

Yours sincerely,

[Name]

[Role]

[Contact details]

2 Inviting parents or carers to a meeting

Suggested wording — GOOD PRACTICE. Complete fields to match the case and local policy.

[School name]

[Date]

Private — for [Parent/carers name(s)]

Subject: Meeting about [Child's name]'s request for support

Dear [Parent/carers name(s)],

We would like to meet with you to discuss the request for [requested support], received on [date]. The proposed meeting is [date/time/place or method], with [names and roles, including DSL involvement]. Please contact [name/details] to confirm or arrange another time.

We want to understand your child's thoughts and feelings and hear your views, which should carry great weight and be properly considered. **SHOULD** [257, 268]

We propose to discuss the request, your child's views, your views, any relevant wider circumstances, and what support can be considered. We will agree with you how your child can contribute: [proposed arrangements].

The school considers everything that could be affecting a child, including wider health issues or neurodiversity. **SHOULD** [266] It works with parents, considers any clinical evidence or advice, seeks other professional advice where relevant, and involves the DSL. **STATED** [266]

Please tell us about any evidence or advice you would like us to consider and any practical support you need to take part. This invitation does not presume a particular outcome.

The school should explore support for conversations between parents and children, including a staff member being present or speaking on the child's behalf. **SHOULD** [270] Please let us know what would help.

After the meeting, [role] will [next step and update date]. Our policy is available at [location/link].

Yours sincerely,

[Name]

[Role]

[Contact details]

3 Communicating a decision and review arrangements

Suggested wording — GOOD PRACTICE. Complete fields to match the case and local policy.

[School name]

[Date]

Private — for [Parent/carers name(s)]

Subject: Decision on the request for [Child's name]

Dear [Parent/carers name(s)],

Thank you for discussing [request] with us on [date(s)]. [Decision-maker/role], with [DSL name/role], has considered the request and recorded the decision on [date].

The decision is: [State the outcome for each requested change, including anything not agreed. State the agreed support and when it begins.]

The reasons are: [Explain the child's views, parents' views, relevant evidence, the best interests of the child and other children, equality/human-rights considerations and the reasons for the chosen outcome. Explain any difference from the child's or parents' wishes.]

The guidance starts from the best interests of the child and other children; the decision may not be the same as the child's wishes. **STATED** [265]

Support cannot include access to toilets, changing rooms or boarding/residential accommodation designated for the opposite sex, or opposite-sex PE where single-sex PE is for safety. **MUST** [108, 115, 200, 99, 276]

The practical arrangements are [relevant details and alternatives considered]. [Name/role] will explain the decision sensitively to your child on [date/method].

The school will sanction bullying and harassment and must also be conscious of pupils' and staff's rights relating to religion or belief. **SHOULD** [279] Concerns can be raised with [contact].

The next review is [date] under our local arrangements. Contact [role] sooner if circumstances or needs change. [Explain the agreed school review/complaints route and where it can be found.]

The DSL should be involved immediately in deciding whether to review; a review involves parents or carers. **SHOULD** [280]

Yours sincerely,

[Name]

[Role]

[Contact details]

4 Arranging a review

Suggested wording — GOOD PRACTICE. Complete fields to match the case and local policy.

[School name]

[Date]

Private — for [Parent/carer name(s)]

Subject: Review of support for [Child's name]

Dear [Parent/carer name(s)],

We are writing about the arrangements agreed on [date]. A review is proposed because [change in circumstances or needs / locally scheduled review date]. [DSL name/role] was involved in deciding whether to review on [date].

The guidance says decisions should be reviewed when circumstances or the child's needs change, with the DSL involved immediately in deciding whether to review and parents or carers involved. **SHOULD** [280]

We would like to meet on [date/time/place or method], with [names/roles]. We will consider your child's current views, your views, any new evidence or advice, how the arrangements are working and the effects of any proposed change. Please contact [details] to confirm or suggest another time.

The arrangements being reviewed are [details]. The review does not itself determine an outcome. [Set out any separately decided immediate action, its reasons and date, or omit this sentence.]

If a child wishes to fully or partially reverse an agreed request, the school should work closely with parents or carers and relevant experts so the child is supported. **SHOULD** [284]

Please let us know what support would help your child take part. We will record the decision and reasons and tell you the outcome through [method] by [local update date].

Your contact is [name/role/details]. If you disagree with an outcome, our local route is [review/complaints details].

Yours sincerely,

[Name]

[Role]

[Contact details]

5 Reviewing pre-September arrangements

Suggested wording — GOOD PRACTICE. Complete fields to match the case and local policy.

[School name]

[Date]

Private — for [Parent/carers name(s)]

Subject: Review of earlier support for [Child's name]

Dear [Parent/carers name(s)],

Our records show that [arrangements] were agreed on [date], before KCSIE 2026 came into force. We are considering whether that decision remains appropriate.

The guidance calls for consideration of whether earlier decisions remain appropriate, taking account of the impact of making any changes on the child. **STATED** [281]

[DSL name/role] is involved. We would like to meet on [date/time/place or method] to hear your child's current views and your views, consider relevant evidence and discuss the effect of any changes. Please contact [details] to confirm or rearrange.

A review takes account of the same factors as a new request, including involving parents or carers. **STATED** [280]

Whatever was agreed before, support cannot include access to toilets, changing rooms or boarding/residential accommodation designated for the opposite sex, or opposite-sex PE where single-sex PE is for safety. **MUST** [108, 115, 200, 99, 276]

The school should consider alternatives without compromising single-sex provision or anyone's safety, comfort, privacy or dignity. **SHOULD** [111, 117, 202]

[Describe any relevant issue already identified and any separately determined action, reasons and support. Do not imply that a review permits an arrangement outside the limits above to continue.]

We will consider the effects on your child carefully, record the decision and reasons, and explain the outcome and review arrangements. Our next update will be by [local date]. Your contact is [name/role/details].

Yours sincerely,

[Name]

[Role]

[Contact details]