

STANBURN PRIMARY SCHOOL



Letters and Confirmation Requests Policy

Committee Responsible:	Headteacher
Review Date:	January 2026
Reviewed By: (Committee Name)	Headteacher
Next Review Date:	January 2028
Name and Signature:	R Malik

1. Introduction

Stanburn Primary School recognises that parents/carers may request letters or written confirmation from the school for a range of purposes, including visa applications, immigration matters, housing, benefits (including Universal Credit), and other official processes.

The school will manage such requests carefully to ensure that any information provided is accurate, factual, lawful, and appropriate. This policy sets out how the school will respond to these requests and the limitations that apply.

The school is under no legal obligation to provide bespoke letters beyond confirming factual information held on school records.

2. Definitions

Letters and confirmation requests refer to any written statement, letter, or email issued by the school on headed paper or from an official school email address that confirms information about a pupil or their attendance.

These requests are distinct from:

- Statutory information shared with the Local Authority;
- Court-ordered reports or disclosures;
- Safeguarding referrals or professional reports required by law.

3. Principles and Aims

The school will ensure that:

- Letters provided are factual, accurate, and based solely on school records;
- Information shared is limited to what is necessary;
- Requests are handled consistently and fairly;
- Safeguarding and data protection duties are prioritised;
- School documentation is not misused or relied upon for matters outside the school's remit;
- The school will not provide letters or information to parents involved in separation or custody court cases beyond what is held on school records.

4. Requesting a Letter

Parents/carers must submit a written request to the school. Requests must include:

- The purpose of the letter
- The information being requested

The school may:

- Agree to provide a factual confirmation letter;
- Provide an alternative standard confirmation;
- Decline the request where it falls outside the school's remit;
- Agree to the request and set up an agreement;
- Suggest alternatives;
- Decline the request where it is not appropriate.

The school will acknowledge your request within 2 working days and aim to respond within 10 working days.

5. Information the school will provide

Where appropriate, the school will provide confirmation of:

- The pupil's full name and date of birth;
- Dates of attendance or current enrolment status;
- Year group or class;
- The school's contact details.

The school will not add information that is not held on its records. The school will only provide information from records it holds and will not provide statements or opinions relating to family disputes or court proceedings.

6. Information the school will not provide

The school will not provide letters or complete forms that:

- Confirm or imply immigration, visa, nationality, or residency status;
- Confirm entitlement to benefits, housing, or financial support;
- Comment on parental living arrangements or legal responsibility (unless supported by a court order);
- Provide opinions, assurances, or character references;
- Are intended to influence the outcome of legal, immigration, or benefits decisions;
- Require the school or staff to certify personal identity documents (e.g. passports, visas, birth certificates);
- Require access to, or verification of, personal information not held on school records;
- Are requested by parents involved in separation, custody, or court disputes, beyond factual attendance or enrolment information.

This includes, but is not limited to, requests relating to passport applications or renewals, nationality checks, or immigration documentation, where personal identification, travel history, or legal status is required.

The school will only confirm factual information it lawfully holds and will not act as a guarantor, witness, or verifying authority for personal documentation or family court matters.

7. Safeguarding and Data Protection

The school will:

- Verify parental responsibility where necessary;
- Share information securely and appropriately;
- Decline requests where safeguarding or welfare concerns arise.

All letters will comply with UK GDPR and the Data Protection Act 2018.

8. Pupil References

The school will provide references for children applying for secondary schools. However, the school will not provide statements for appeals. The school will not provide references for in-year admissions to other schools, but will provide copies of previous Stanburn reports.

9. Charges

The school will charge a reasonable administrative fee for non-statutory letters. Any charges will be applied consistently. Please see our Charges and Remission Policy for further details.

10. Refusal of requests

The Headteacher (or delegated senior leader) may refuse a request where:

- The request is unclear or unreasonable;
- The information requested is misleading or unverifiable;
- The request falls outside the school's professional remit;
- The request relates to parental separation, custody, or court disputes, beyond factual information held on school records

Reasons for refusal will be communicated clearly to the parent/carer.

11. Equality and Consistency

This policy will be applied fairly and consistently, in line with the Equality Act 2010.

12. Review of Policy

This policy will be reviewed periodically by the Senior Leadership Team.

Appendix A:

Disclaimer for Letters

This letter confirms factual information held on the records of Stanburn Primary School as at the date of issue. It does not constitute confirmation of immigration status, benefit entitlement, legal responsibility, or any matter outside the school's statutory role. The school accepts no responsibility for decisions made by external agencies based on this letter. The school will only provide information held on its records and will not provide statements or opinions relating to family disputes or court proceedings.

Appendix B:

Request for Letter – Information required

Parent/Carer Name: _____

Relationship to Child: _____

Child's Full Name: _____

Child's Date of Birth: _____

Purpose of Request:

Information Requested:

Deadline (if applicable): _____

I understand that the school can only provide factual information held on its records and may refuse requests that fall outside its remit, including matters relating to parental separation, custody, or court disputes.

Signature: _____ **Date:** _____