

Our Ref: BSN/KON

October 2016

ALL PARENTS

Dear Parent/Carer

I am writing to inform you of an issue that we have had in school over the past few months and to explain how we propose to move forward in regard to it.

From time to time, issues arise whereby a parent or carer needs to contact the school. This is always welcomed because as an organisation we want everyone connected to us to feel that their thoughts and concerns will be listened to and acted upon. We are not perfect and do not claim to be so. It is true to say that on occasion we get things wrong, and when we do we will look to put it right as quickly as possible.

However, over the past few months we have seen an increase in the number of parents and carers who are breaking our policy on how adults should treat members of staff. Whilst these incidents are still rare, they are occurring at an increasing rate. A number of my staff have spoken to me about how they have been addressed or treated and so for the sake of clarity I thought it would be useful for me to put in writing what is acceptable and what is not.

The school expects parents/carers/members of the public who wish to raise problems with the school to:

- a) treat all school staff with courtesy and respect;
- b) respect the needs and well-being of pupils and staff in the school;
- c) avoid any use, or threatened use, of violence to people or property;
- d) avoid any aggression or verbal abuse;
- e) recognise the time constraints under which members of staff in schools work and allow the school a reasonable time to respond;
- f) recognise that resolving a specific problem can sometimes take some time;
- g) in the case of a complaint, follow the School's Complaints Procedure;

I am very well aware that the vast majority of parents and carers always follow the golden rule of treating others how they would like to be treated themselves. However, when this is not the case, as the Head Teacher of the school I have the right and duty to deal with any issues.

I would therefore ask parents and carers to be particularly mindful of points e) and f). It is not always possible to deal with non-emergency problems immediately nor is it acceptable to demand to speak to a certain member of staff. In all instances we have very well designed

procedures that allow us to determine when and who is the most appropriate person to help. Please note that this is a decision for the school and not the parent or carer.

I have a responsibility to provide my staff with a safe working environment and this is something that I take very seriously. I have instructed my staff that if an incident should occur that goes against the protocol outlined above they are to ask the parent or carer once to change how they are behaving, and if this does not happen then they are to end the conversation. I would also remind all parents and carers of pupils on the school roll that they have an implied rather than automatic license to enter the school premises, and that in very serious or persistent cases the school has the power to withdraw this license if a parent or carer behaves in a way which presents a risk to staff or pupils as outlined in school policies.

A copy of our policies are available on the school's website for your consideration.

Thank you as always for your support.

Yours sincerely

A handwritten signature in black ink, appearing to read 'B A Stitchman', written in a cursive style.

Mr B A Stitchman
Headteacher