

# Stockwell Primary School and Children's Centre

Achieving excellence together

Tuesday 15th November 2022

Dear Parents and Carers,

It has come to my attention that there have been a number of incidences that have raised concerns about the manner in which staff and other parents are being communicated and being interacted with. Not only do I have a duty of care for the children, but it is also my responsibility to ensure everybody on school grounds feels safe and is respected. Due to this, any incidences in breach of conduct towards staff, children or other parents will result in the school taking further action.

Due to the nature of the purpose of a school, undoubtedly, there will be differences of opinion. There may also be times when information/events are reported to you at home inaccurately.

However, to avoid disproportionate reactions, I expect school processes to be followed:

- Should you have an initial concern, this must be raised with the class teacher by appointment only.
- Parents, carers and family members are not permitted to enter the school building at any time to approach staff about an issue or concern unannounced.

Should you be unhappy with the outcome of a meeting to discuss your concern, only then may you request a meeting with the leader of that phase.

Early Years (Nursery & Reception)- Ms Mansell  
Key Stage One (Year 1 & 2)- Mr Serra  
Lower Key Stage Two (Years 3 & 4)- Ms Aina  
Upper Key Stage Two (Years 5 & 6)- Ms Kelleher

Should you still have concerns after a meeting with the Phase Leader, you may request a meeting with Mrs Mansell (Assistant Headteacher) or Mrs Fraga (Assistant Headteacher).

Further to this, should you remain unsatisfied, and you are clear on the outcome you desire, which is proportionate, you may request a meeting with the Acting Head of School.

**All meeting requests are by appointment through the office only. School staff are not expected to meet with groups of parents to discuss any issues. Meetings should be focused on your own children and staff will not go into detail about children other than your own.**

On arrival at your appointment, you must sign in using our Inventory system located in the front office, identifying the staff member you have come to meet. They will receive notification that you have arrived via email and they will escort you to the designated meeting place.

This will allow us to know exactly who is on the premises, which is essential for safeguarding, fire regulations and insurance purposes.

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## BJS FEDERATION OF SCHOOLS

Bonneville, Jessop & Stockwell Primary Schools

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Stockwell Primary School  
Stockwell Road  
London SW9 9TG

Tel: 02072747687

Email: [clericalofficer2@stockwell-pri.lambeth.sch.uk](mailto:clericalofficer2@stockwell-pri.lambeth.sch.uk)

Web: [Stockwell-pri.lambeth.sch.uk](http://Stockwell-pri.lambeth.sch.uk)

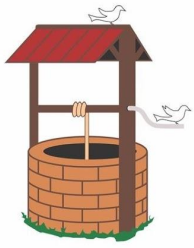
 @StockwellPri

**Executive Headteacher**

Andrea Parker, BA (Hons), NPQH, NPQEL

**Acting Head of School**

[Zenia McIntosh, BA \(Hons\) QTS](#)



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There are no reasons why any visitors, parents or carers should loiter in the playgrounds or be on the premises without confirmed acknowledgement of their arrival.

Anybody who is abusive, or threatening, to staff will be banned from the school premises and, where necessary, an anti-molestation order will be put in place so that those parents cannot come within 100 metres of the school building. This also includes unreasonable requests leading to harassment and abusive language over the phone.

As a community, we all have a responsibility to be role models for our children. It is essential that we display positive behaviours to support our children's development for the future.

We appreciate your support in helping us create a safe, stimulating and happy environment for both children and staff, in order to get the best outcomes for all.

We know that the overwhelming majority of parents are supportive, and we really are grateful for this.

Yours sincerely,

Ms Z. McIntosh  
Acting Head of School

Ms A. Parker  
Executive Headteacher

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