



Stockwell Primary School and Children's Centre

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Monday 18th December, 2023

Dear Parents and Carers,

I am, unfortunately, once again in the position of having to remind parents and carers of the expectations for communicating with staff around the school. There have been a number of interactions between parents and staff that have raised concerns.

I have a duty of care to everyone in the school, whether this is children, parents and carers or staff. I take this responsibility very seriously.

Everyone deserves to be treated with respect. While there may be occurrences that lead to differences of opinion, my expectation is that everyone be spoken to politely. There may also be times when information/events are reported to you at home inaccurately. If this is the case, I would ask that you follow the procedure below:

- 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 | KS1 | LKS2 | UKS2 |
|---------------|---|---------------|---------------|---------------|
| Phase | Pre-school, Nursery and Reception | Years 1 and 2 | Years 3 and 4 | Years 5 and 6 |
| Leader | Ms Mansell | Mr Serra | Mrs Fraga | Ms Kelleher |

Should you still have concerns after a meeting with the Phase Leader, you may request a meeting with Ms. 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.

In addition, parents and carers must not enter the building without the express permission of a member of staff. Once this has been granted, 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

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regulations and insurance purposes.

There is no reason why any visitor, parent or carer should be on the premises without confirmed acknowledgement of their arrival.

Challenging interactions between parents and staff can be very distressing and unsettling for everyone, particularly any children who witness this, which is what we are seeking to avoid.

It is important that we remember that everyone at the school is working in the best interests of the children.

The following behaviours (among others) will not be tolerated and may lead to further action from the school:

- Swearing on school grounds,
- Threats of violence against staff, or anyone on school grounds,
- Threats of protests or social media involvement.

Anybody who is abusive to staff may be banned from the school premises and, where necessary, an anti-molestation order may 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/ or 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.

I 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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Bonneville, Jessop & Stockwell Primary Schools

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