



# Stockwell Primary School and Children's Centre

Achieving excellence together

Thursday 27<sup>th</sup> June, 2024

Dear Parents and Carers,

As we approach the end of the school year, and the weather warms up, I would like to take the opportunity to remind parents and carers of the expectations for conduct on school grounds. Unfortunately, once again there have been a number of interactions between parents and staff that have raised concerns for the safety and well-being of the Stockwell community.

At Stockwell, we believe it's essential to:

- Work in partnership with parents and carers to support their child's learning;
- Create a safe, respectful and inclusive environment for pupils, staff and parents;
- Model appropriate behaviour for our pupils at all times.

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and pupils (through our behaviour policy).

Please ensure that when you are on site:

- Children and other adults are spoken to with respect;
- Should you have a concern about another child's behaviour, these concerns are brought to a member of staff to be addressed;
- **Please do not approach other children or parents directly.** This can lead to conflict, which is incredibly distressing and worrying for the children.

When communicating via email or telephone, please:

- Ensure that the tone of your communication is appropriate and polite;
- Recognise the time constraints under which members of staff in schools work and allow the school a reasonable time to respond,
- Recognise that resolving a specific problem can sometimes take some time.

Everyone deserves to be treated with respect. While some occurrences may lead to differences of opinion, I expect that everyone is 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.

If you are unhappy with the outcome of a meeting to discuss your concern, you may then 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

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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 clear on the outcome you desire, which is proportionate, you may request a meeting with the Head of School.

All meeting requests are by appointment through the office only.

**We must remember that everyone at the school is working in the children's best interests. The following behaviours (among others) will not be tolerated and may lead to further action from the school:**

- **Swearing, name-calling, or using offensive language;**
- **Entering the school site or building without the express permission of a member of staff;**
- **Displaying a temper or shouting at members of staff, pupils or other parents;**
- **Threatening another member of the school community;**
- **Sending abusive messages to another member of the school community, including via text, email or social media;**
- **Use, or threat, of physical punishment against your child while on school premises;**
- **Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention.**

Anybody who is abusive to staff, other parents or children 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.

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

I appreciate your support in helping us create a safe, stimulating, and happy environment for both children and staff so that we can achieve the best outcomes for all.

We know that most parents are supportive, and we are grateful for this.

Yours sincerely,

Ms Z. McIntosh  
Head of School

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 @StockwellPri

### Executive Headteacher

Andrea Parker, BA (Hons), NPQH, NPQEL

### Head of School

Zenia McIntosh, BA (Hons) QTS