Thursday, October 1, 2026

Dear Parents and Carers,

As we settle into the new academic year, I am writing to remind all parents and carers of our expectations for communicating with staff around the school. Unfortunately, there have been a number of recent interactions between parents and staff that have raised concerns, and I feel it is important that I address this now.

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. Our staff work incredibly hard for your children every single day, and I ask that you remember this whenever you approach them. While there may be occasions that lead to differences of opinion, my expectation is that everyone is spoken to calmly and politely.

It is also important to remember that children do not always report things accurately. This is not because they are being dishonest; children often see only part of what has happened, may be upset at the time, or may remember events differently when retelling them at home. Before drawing any conclusions, please give us the opportunity to look into what has happened and share the full picture with you.

If you have a concern, 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.** Appointments can be made through the school office.
- Please **do not approach staff at the classroom door, in the playground or at the school gate** to discuss an issue. These are busy times when staff are responsible for the safety of all the children in their care, and they are not able to give your concern the time and attention it deserves.

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.

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

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

Should you remain unsatisfied and you are clear on the outcome you desire, which is proportionate, you may request a meeting with me, the Head of School.

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Executive Headteacher
Andrea Parker, BA (Hons), NPQH, NPQEL
Head of School
Zenia McIntosh, BA (Hons) QTS, NPQH

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 Inventry system located in the front office, identifying the staff member you have come to meet. They will receive notification that you have arrived and will escort you to the designated meeting place. This allows us to know exactly who is on the premises, which is essential for safeguarding, fire regulations and insurance purposes.

Challenging interactions between parents and staff can be very distressing and unsettling for everyone, particularly any children who witness them, 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:

- Shouting at staff
- Rude or offensive gestures
- Name calling
- Confrontational or aggressive language, including swearing
- 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 or by email.

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.

Please also be aware that where concerns about staff conduct are reported, these are addressed internally, following school processes. Outcomes are not shared with the parent community.

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
Head of School

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