Thursday 28 April 2022

Dear parent and carers,

I am writing regarding the expectations for conduct when communicating face to face or verbally, including over the phone, with members of school staff and, more specifically, staff at reception desk. We’d like to take this opportunity to thank the overwhelming numbers of parents who continue to communicate with staff in a friendly and respectful manner.

Of late a very small number of individuals have failed to communicate respectfully when accessing services from the front office, taking out their frustrations on members of staff in a manner that is intolerable.

We are taking this opportunity to remind all parents of our expectations for courteous and polite exchange.

Should office staff encounter any further instances of disrespect, including obscene language, raised voices and other forms of abuse, please know that staff members will immediately end contact by removing themselves from the situation. The matter will be reported and those responsible will likely lose access to physical and verbal communication with school staff, who will only address their future queries in writing. Further misconduct may eventually result in a total ban on entering the school site for a duration decided by the school and supported by the police.

Should you have a complaint of your own when dealing with school staff working in any capacity, please follow the school’s complaints policy. The designated line manager will take up your complaint, investigate and respond accordingly.

Thank you for your understanding,

**K. Baffoe**

**Head of School**