



Dear Parent/Carer

December 2018

Abusive or Threatening Behaviour Towards School Staff

Recently, we have become concerned about a growing trend of a small number of parents/carers displaying abusive or threatening behaviour towards school staff.

Staff at Brannel School work extremely hard to provide our students with the best experiences possible, often going far beyond reasonable expectations of their employment contracts. We do this because we have a strong belief in helping students reach their potential. We also try to work very closely with the community and parents and carers, again, believing that close working relationships are in the best interests of our students.

Events such as the forthcoming Christmas Fayre, JulyFest, Fireworks and the community cinema are testament to much of the additional effort that both teaching and support staff put in which far exceeds much of what is offered in other schools. As a result, I would like to congratulate the Brannel team for their work and thank them for their efforts – I am sure many of you would join me in that. I would also like to thank so many of you who support the school so openly, parental support is critical to what we do.

However, we do recognise that there are occasions where you may not be entirely happy with the way we support our students. We accept that we will not always agree on the strategic or operational direction of the school. In these circumstances, we welcome a conversation about your views and will do all we can to help to resolve any differences. In the rare event that an informal approach does not satisfy your concern, please do consult our Complaints Policy and Procedure.

Behaviour which is abusive or threatening, in any form (in person, by email or by telephone) is unacceptable and will be responded to accordingly. Additionally, threatening or abusive language about the school and its staff or students online is equally unacceptable. As a result, a parent or carer may have restrictions placed on them which may prevent them from coming onto school property and/or the way communication is handled. Where behaviour meets the threshold of a criminal offence, the matter will be referred to the police. Staff are authorised to prematurely end telephone calls which become abusive or threatening.

Finally, I would like to thank you for the support and help you give to your child, the school and staff. We are seeing great improvements in the work of our students and look forward to continuing this in the future.

If you have any concerns or questions regarding this letter, please do not hesitate to contact me.

Yours sincerely

Mr A Edmonds
Headteacher