



Our Ref: RWK/AB

24 January 2020

Dear Parent/Carer

I am writing to inform you of an issue that we have had in school over the past few months and to explain how we propose to move forward in regard to it.

I am very well aware that the vast majority of parents and carers always follow the golden rule of treating others how they would like to be treated themselves and I thank you for this wholeheartedly. However, when this is not the case, as the Headteacher of the school I have the right and duty to deal with any issues.

From time to time, issues arise whereby a parent or carer needs to contact the school. This is always welcomed because as an organisation we want everyone connected to us to feel that their thoughts and concerns will be listened to and acted upon. We are not perfect and do not claim to be so. It is true to say that on occasion we get things wrong, and when we do we look to put it right as quickly as possible.

However, over the past few months we have seen an increase in the number of parents and carers who are not meeting our standards of how adults should treat members of staff. Whilst these incidents are still rare, they are occurring at an increasing rate. A number of my staff have spoken to me about how they have been addressed or treated and so, for the sake of clarity, I thought it would be useful for me to put in writing what is acceptable and what is not.

The school expects parents/carers/members of the public who wish to raise concerns with the school to:

- a) treat all school staff with courtesy and respect;
- b) respect the needs and wellbeing of students and staff in school;
- c) avoid any use, or threatened use; of violence to people or property;
- d) avoid any aggression or verbal abuse;
- e) recognise the time constraints under which members of staff in school work and allow the school a reasonable time to respond; usually this means allowing 2 working days for staff to respond to emails or phone calls unless there is a safeguarding risk;
- f) recognise that resolving a specific problem can sometimes take more time;
- g) (in the case of a complaint) follow the School's Complaints Procedure;
- h) remember, you must have an appointment if you wish to see a member of staff.

I would ask parents and carers to be particularly mindful of points e and f above. I expect parents and carers to support whole school policies and expectations, specifically the Home Learning Policy and our consequence system and whole school detention system, which are in place to challenge and enable our students to succeed. It is not always possible to deal with non-emergency problems immediately nor is it acceptable to demand to speak to a certain member of staff. In all instances, we have very well designed procedures that allow us to determine when and who is the most appropriate person to help. Please note that this is a decision for the school and not the parent or carer.

I have a responsibility to provide my staff with a safe working environment and this is something that I take seriously. I have instructed my staff that if an incident should occur that goes against the protocol outlined above they are to ask the parent or carer once to change how they are behaving, and if this does not happen then they are to end the conversation.

**Headteacher:** Mr R Walkden  
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I would also remind all parents and carers of students on the school roll that they have an implied, rather than automatic licence to enter the school premises. In very serious or persistent cases the school has the power to withdraw this licence if a parent or carer behaves in a way which presents a risk to staff or students as outlined in the school policies.

A copy of our policies are available on the school website for your consideration.

As always, thank you for your support.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Richard Walkden', written in a cursive style.

Mr R Walkden  
Headteacher