



9th October 2024

Dear Parents & Carers,

Communication with School

We understand that communication is very important, and we are always keen to work with you to address any concerns that you may have. We recognise that it can be difficult, especially when you are dealing with issues that are worrying or emotive, and we understand that you will want to reach solutions as quickly as possible.

We will aim to respond to communication within a 48-hour period and, where we can, more quickly if it is a safeguarding or time-sensitive issue. Teachers on full teaching timetables may take longer to reply because of the commitment on their time. Equally, many support staff are involved in classroom activities and meetings and so cannot respond straight away.

It is important to us that we protect the wellbeing of our staff. For this reason, we ask that where possible you do not contact our staff after 6.00pm. There are obvious exceptions to this including any safeguarding concerns where you need to make us aware of information. Please note that our office hours are Monday – Thursday 8.30am – 4.30pm and Friday 8.30am – 4.00pm in the case of an emergency we would always stress the need to call a service that is a 24-hour emergency responder such as the Police, Health Service or crisis lines.

The vast majority of our home-school communications and interactions are very calm, positive and constructive and we would like to thank you for this. Occasionally, interactions are less positive. It is very important to us that all staff working in our school are treated with respect and courtesy and that they are not subject to any behaviours that could cause emotional or physical harm.

In order to support a peaceful and safe school environment the school cannot accept the following behaviours:

- Conduct which undermines the safe and calm environment in the school, either in the classroom, in the school office, around the school site or immediately outside school premises.
- Using loud or offensive language or displaying an unacceptable amount of anger and aggression.
- The use of aggressive or intimidatory body language.
- Threatening physical violence to a member of the school community.
- Damaging school property.
- Abusive telephone calls, emails, letters or other form of written communication.



Kessingland Church of England Primary Academy

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Diocese of Norwich
Education and
Academies Trust

- Defamatory comments about school staff on social media.
- The use of physical aggression towards a child or adult.
- Approaching someone else's child to chastise them.

Where parents, carers or visitors do not conduct themselves in an appropriate manner during meetings or discussions, the meeting/conversation will be terminated. If this meeting is taking place in school the parent/carer/visitor will be asked to leave the school site. In the first instance, the Headteacher or appropriate senior member of staff will seek to resolve the situation through discuss and agreed actions. Where conduct has been such as to warrant it, the Police will be informed.

In the case of a serious incident, or repeated incidents, the school may need to instigate proceedings (where applicable through Legal Services) to ban persons acting in such a manner from the school site. This action will not be taken lightly but will be deemed necessary if members of staff are at risk of harm.

A record will be maintained in school of all incidents involving intimidating or threatening behaviour towards staff.

Thank you for taking the time to read this letter and I look forward to positive interactions and engagements with you all for the benefit of the children and adults throughout our community.

Yours faithfully,

Miss K Egleton
Executive Headteacher