



Ashford Church of England Primary School

6 July 2018

Dear Parents and Carers

The ethos of our school is to encourage close links with parents and the community. The staff and governors believe that pupils benefit when the relationship between home and school is a positive one.

We are very fortunate that the vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. We would like to take this opportunity to thank you for your support of your child's education. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal abuse and/or threatening behaviour towards members of school staff or the wider school community.

The Governing Body expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the matter where possible, seeking the involvement as appropriate of other colleagues. However, all members of staff have the right to work without fear of violence and abuse and to be treated with respect. We expect parents and other visitors to behave in a reasonable way towards members of school staff. It is not appropriate to be verbally aggressive when staff are trying to resolve an issue. We also expect our staff and parents to act as role models for our pupils and it is vital that our staff are treated with respect by parents especially in front of your children.

As a governing body we are striving to improve communication and looking at ways to make the best use of the ever developing social media opportunities. We would again ask parents to be respectful of school staff whilst posting on social media platforms. Please do not use the school name, staff names or pictures. If you have a concern please use the appropriate channels in school and give us the opportunity to resolve the matter rather than instantly resorting to a post on social media. Please be aware that we are often shown posts by concerned parents as not all your "friends" will agree with your post. I would respectfully ask that you think before you post and if you are not prepared to speak to a member of staff in the manner of the post then please don't post it.

I am sad to be writing this letter but feel that there have been a number of unacceptable incidents in recent times and want to make parents aware of the best ways in which to support your child at school.

Once again, I would like to express my thanks to the many parents and carers who actively support the school and staff.

Yours sincerely

Phil Wells
Chair of Governors



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