



Dove Bank Primary School

Putting Children First



Bagworth Road
Nailstone
Warwickshire
CV13 0QJ

Head of School: Mrs. Andrea Fletcher

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Communication Expectations

Dear Parents/Carers,

Firstly, I would like to take the opportunity to thank the vast majority of you who support the school and behave in a respectful and appropriate manner towards staff. However, it is with great difficulty that I have had to write to you with a letter of this nature.

There have been a few incidents recently where parents have been verbally abusive, threatening, aggressive and rude towards members of staff, which is totally unacceptable and will not be tolerated. All members of staff have the right to work without fear of intimidation. We expect parents and other visitors to behave in a reasonable and responsible way towards members of our school staff.

If a parent/carer/visitor is intimidating, threatening or aggressive towards any member of the school community, any interaction will be terminated immediately and the person will be instructed to leave the premises. We also expect all communication that comes through the school office or Dojo to be respectful and if this is not the case then again we will take steps to minimise the communication via email and stop the use of messaging on Dojo. We will also call the police if staff feel threatened, as we have a duty of care to ensure all staff and children feel safe in school.

If you have an enquiry about a situation or incident that has occurred in school, you will firstly need to talk to your child's class teacher. If you feel that the incident has not been resolved to your satisfaction, then you will need to make an appointment with one of our Assistant Headteachers, Mrs Leeson or Mrs Stanworth and if you still are not happy then you will need to make an appointment to meet with myself. It may not always be possible to see a specific member of staff straight away but we are always happy to meet with our families and will get back to you with a mutually convenient date and time to meet.

Thank you for your continued support.

Kind regards.

A Fletcher

Mrs. A. Fletcher
Head of School

