



Grange Junior School

Grange Junior School
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21st February 2024

Dear Parents/Carers

Parental Conduct

A close home/school partnership is a vital part of your child's experience at Grange Junior School. Our school community is fortunate to have a team of hardworking and committed individuals who want the best for all our children. From cleaners, teachers, MDSA's, to office staff, TAs and the senior leadership team led by Mrs Gordon, each member of the team plays a vital role in creating a positive and nurturing environment for our children to learn and grow.

As part of our home/school agreement and the parent and visitor code of conduct, all parents are asked to positively support the staff in all aspects of school life and the vast majority of parents do exactly this which is fantastic - thank you.

Unfortunately, some parents are not engaging with staff in a respectful way and this is unacceptable. Whether you are sending an email or speaking to someone in person or on the phone, you can expect our staff to act professionally and respectfully and we ask the same of you. Rude remarks, demanding and dismissive attitudes and aggressive behaviour have a detrimental impact on staff morale and wellbeing. It also sets a poor example for our children.

I appreciate that we don't always get things right and you may need to bring an issue to our attention but please do so in a positive and respectful way. If any issue is not resolved to your satisfaction, we have a formal complaint policy which ensures that the matter is investigated thoroughly.

If you have any concerns or suggestions regarding this issue, please do not hesitate to contact me via the school office or at kwestbrook@gov.twhf.org.uk.

Kind Regards

Kate Westbrook
Chair of Governors