

8th October 2026

A message to parents and carers: visiting school and working together

Dear Parents and Carers,

The relationship between home and school matters enormously. We want you to feel comfortable contacting us, asking questions and raising concerns about your child. Thank you to the many families who do this with patience, courtesy and a shared commitment to getting things right.

I am writing to clarify our expectations when visiting reception, particularly when requesting to speak with a member of staff.

As a parent myself, I understand how worrying it can be when your child is upset or something has happened that you do not fully understand. Your natural instinct is to seek reassurance and resolve the matter quickly. We recognise those feelings, and we will listen and take your concerns seriously.

However, **arriving at reception without an appointment does not mean that a member of staff will be available to meet you immediately.** Teachers may be teaching, pastoral colleagues may be supporting pupils, and senior leaders may be managing safeguarding matters, attending meetings or dealing with other responsibilities. This applies to me as Principal too.

Staff cannot simply leave a class, interrupt a confidential meeting or step away from another pupil's needs at a moment's notice. When an immediate meeting is not possible, this does not mean that your concern is unimportant. It means we need to arrange the right person and sufficient time to give it proper attention.

Please telephone or email ahead wherever possible. Our reception team will help direct your enquiry, pass on a message or arrange an appointment. If you arrive without an appointment, please be prepared to leave your details and a brief explanation of your concern. Waiting in reception or insisting on seeing a particular colleague will not make them available sooner.

If there is an immediate concern about a child's safety or an urgent medical matter, please tell reception clearly so that it can be escalated promptly.

I also want to be clear about how our reception colleagues should be treated. They carry out a demanding role, often helping visitors, answering calls and supporting pupils at the same time. They may not know the background to your concern or have the authority to make the decision you are seeking. They are there to help and deserve to be spoken to with courtesy and respect.

It is entirely possible to be upset, disagree strongly or make a complaint while remaining respectful. **Shouting, swearing, personal insults, intimidation or aggressive behaviour towards any member of staff are unacceptable.** Where this happens, a conversation or meeting may be brought to an end, and further contact arranged through an appropriate route.

Respect works both ways. You should expect our staff to listen, communicate politely, take concerns seriously and explain the next steps. Where a matter needs investigation, please allow us time to gather the information and respond properly. If you remain dissatisfied, our complaints procedure provides a clear route for taking your concerns forward.

The values we ask our pupils to demonstrate—particularly politeness, pride and respect—must be reflected in the example we set as adults.

Thank you for helping us keep reception a welcoming, calm and respectful place for everyone, and for working with us in the best interests of your children.

Warm regards,

Lee Nixon
Principal
Madeley High School