

Thrunscoe Primary and Nursery Academy,
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Tel: 01472 320781
Email: office@thrunscoe.academy
Website: www.thrunscoeacademy.co.uk
Headteacher: Mr S. P. Bate B Ed (Hons), NPQH
Chair of Governors: Mr R. H. Sperr



14th October 2025

INVESTIGATING PUPIL INCIDENTS WITHIN THE ACADEMY

Dear Parent/Carer,

As an academy, we endeavour to deal with pupil issues and pass on messages in a timely manner.

As you can appreciate, as a school, the majority of staff are class-based, either teaching or supporting your children throughout their day. As a result, it is not always possible, or practicable, for such staff to conclude investigations into incidents on the same day.

We investigate issues thoroughly before reaching final conclusions on a matter and this can sometimes cause investigations to roll over to the following day or further. This can be because all names mentioned in an investigation are not present at the time of day the issue is raised or sometimes we have to align availability/seek advice with outside agencies before being in a position to address queries and issues. This process ultimately takes time. However, it ensures that everyone mentioned as part of an issue are fairly heard and appropriate evidence based decisions can be made. To not do so would mean that decisions taken could be deemed biased or unfair. That is not what we do here at Thrumscoe – if a pupil/adult is mentioned as a potential witness they will have the chance to speak and be heard.

Just because we don't respond/notify you on the same day does not mean we are not dealing with the concern/alleged incident, so your patience on such matters is sought.

I do wish to point out at this juncture, that whilst such investigations take place related to alleged pupil incidents within the academy, it is not appropriate, nor helpful for parents/carers to be fuelling situations via social media without full understanding of the facts or discussions taking place.

As our parent code of conduct states:

'Nationally, social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, Academy staff, and in some cases other parents or pupils. The Department for Education/Government and Governors of Thrumscoe Primary and Nursery Academy considers the use of social media websites being used in this way as unacceptable. Any concerns you may have about the Academy or your child/children must be made through the appropriate channels by speaking to the class teacher, the Headteacher or the Chair of Governors, where they will be dealt with fairly, appropriately and effectively for all concerned.'

POLITE REMINDER FOR PARENTS CONTACTING THE ACADEMY WITH CONCERNS

1) SAFEGUARDING CONTACT:

Should you have a safeguarding concern please phone 01472 320781 or email office@thrunscoe.academy with your concern – myself or Mrs Kerry Allen will respond.

2) MENTAL HEALTH AND WELL-BEING CONTACT

Should you have a well-being query/concern related to your child (friendship issues, emotional concerns etc) please address this with your child's class teacher in the first instance – staff are available at the class door every morning. Alternatively, if you wish to raise it with our well-being mentors email wellbeing@thrunscoe.academy. A member of our well-being team (Mrs K Allen/Miss M Whitehead) will respond at a time that is practicable. **Office staff will direct you to do this should you phone up with a query.**

3) SEND CONTACT:

Should you have a query/concern related to special educational needs then you should email senco@thrunscoe.academy. **Office staff will direct you to do this should you phone up with a query.**

It is important to note that after half term any meetings requested with Mrs Abbie Matthews (SENDCO) will be arranged on Tuesdays and Wednesdays ONLY as these are the days that she is not teaching a class of children.

4) ATTENDANCE CONTACT:

Please phone 01472 320781 or email office@thrunscoe.academy. Mrs Saxby or Mrs Garner will deal with your queries.

All of these email inboxes are endeavoured to be checked daily. We will always try our very best to answer any questions or queries from parents as soon as is practicably possible. Just because we don't respond immediately does not mean we are not dealing with your concerns.

All emergencies should be phoned through on 01472 320781.

Your support on these matters is sought and greatly appreciated.

Yours sincerely,



Mr S P Bate
Headteacher

