



15th December 2025

Dear Parent/Carer,

It is with some regret that I feel it is necessary to contact all parents, again, regarding this matter. Unfortunately, staff at school have been experiencing an increase in aggressive and, at times, abusive behaviour by some parents / guardians. There has been a rise in aggressive emails which have also included threats. There have been multiple incidents of abusive language being used both on the phone and in the reception area. Some staff have also been threatened with physical violence and intimidation. In addition to this, there have been occasions when staff have been recorded without their consent. These behaviours will not be tolerated by the Academy.

Furthermore, there has also been an increase in online unpleasant behaviour by some parents / guardians towards staff, including the posting of abuse on Facebook and other social media sites, mentioning teachers by name and also referring to their families, including their children. These incidents have been in a public forum and reported to the school. This is also unacceptable.

Whilst we do accept that, at times, situations can seem frustrating, it is not acceptable to behave in ways which can cause staff to feel worried about their safety or for staff to feel intimidated. There are times when emotions are high and events have occurred which need to be addressed. In all of these instances, it is really important that we maintain a professional approach when contacting the school; this includes face to face meetings, telephone conversations, letters and emails.

There is a clear process when contacting the Academy and this does need to be followed. All staff have teaching commitments and will have other meetings scheduled in their diaries. It is not always possible for someone to be available immediately and it could be some hours before a telephone call is returned or email replied to. There may need to be an investigation into a query or for other information to be gathered before a response can be given. Staff try to have as much knowledge as possible before responding to queries, this ensures a thorough and comprehensive answer can be given. If you wish to arrange a meeting, then please do not just turn up at school and demand to speak to a member of staff, as a member of staff will not be able to do this; this could lead to increased frustrations. Do contact in advance and make an appointment so that you are able to explain a concern.

We recognise that almost all of our parents / guardians behave in an appropriate manner and are supportive of the staff in school. We know that we are all seeking to ensure the very best for the pupils in our care and we want to work together with families, so that young people are supported throughout their time with us.

Thank you for your support on this matter.

Yours sincerely,

Mrs C F Hewerdine
(Headteacher)