



Thursday 26th September 2024

Dear Parents/Carers,

We believe that our school is a friendly and welcoming place where our children, parents and staff feel safe and listened to. Our relationship with parents/carers and our school community is vital if we are to work together to provide the best support and provision for your child. We would like to take this opportunity to thank the overwhelming numbers of parents who continue to communicate with staff in a friendly and respectful manner.

Whilst instances of aggressive and inappropriate behaviour by parents/carers at Bilton Grange are rare, unfortunately, of late a very small number of individuals have failed to communicate respectfully with the staff around school so I am writing regarding the expectations for conduct when communicating face to face or verbally, including over the phone, with members of school staff including our office staff. Our expectations of all parents are for courteous and polite exchange with all staff.

Attached to this email is our Parent, Carer and Visitor Behaviour Policy for your information.

Should you have a complaint of your own when dealing with school staff working in any capacity, please follow the school's complaints policy which can be found on the school website.

Thank you for your continued support in ensuring Bilton Grange remains a friendly and welcoming community for all children, parents and staff.

Yours sincerely,

A handwritten signature in cursive script that reads "S. James".

Sian James

Headteacher



Artsmark
Silver Award
Awarded by Arts
Council England

