Dear Parents/Carers,

At Birchfield Primary School, we are very fortunate to have such strong and positive relationships with our parents and carers. We truly value these partnerships and know that working together is in the best interests of all our children. As a school, we welcome feedback and are always open to listening to concerns raised in the right way. We understand completely, that from time to time, parents have reason to be unhappy with the school. In the vast majority of these cases, parents speak to staff in an acceptable manner and the issue is resolved amicably.

Unfortunately, since returning from the summer break, there has been an increase in incidents of aggressive or abusive behaviour directed towards staff members and, on occasion, towards other parents. I must stress that such behaviour exhibited by a small minority is totally inappropriate and unacceptable. It undermines the safe and respectful environment we are committed to providing. Please be assured that we will always act to safeguard our staff, parents, and pupils from such behaviour.

We ask that all concerns are raised calmly, respectfully, and through the appropriate channels so that we can work together to find solutions. By modelling positive and respectful conduct and communication, we set a strong example for our children to follow and maintain the strong community values we are all proud of and work together to uphold.

A link to our Parent Conduct Policy is included with this letter.

[Parental\_Conduct\_Policy.pdf](https://www.the-pact.co.uk/images/pactpolicies/Parental_Conduct_Policy.pdf)

Any conduct that falls short of what is expected will be swiftly managed in line with this policy.

Thank you for your continued support.

The Prince Albert Community Trust