

17th November 2022

Dear Parent/Carer,

As a parent myself, I understand only too well that receiving a call from your child's school in a request for support or having a concern about your child can be worrying. I understand that when we are worried, we can often display behaviours that we later regret or do not mean to direct at the first person we speak to or meet in person.

As parents/carers, I need everyone to understand that staff of Smith's Wood Academy deserve to work in an environment that is free from additional stress and abuse. As outlined in our parent/carers code of conduct (full version can be found [here](#)) I will not tolerate the following in particular:

- Disruptive or aggressive behaviour.
- Being rude or using offensive or threatening language to a member of school staff, academy associate, visitor, fellow parent/carers or student; in person, over the telephone or in written communication.
- Approaching someone else's child in order to discuss the actions of that child towards their own child or to chastise them for those actions.

We want to work proactively and positively together because together we are stronger in our ambition to ensure that all students receive a high quality education. We want to be able to deal with all concerns in a timely and informed manner. We cannot do that if parents/carers attend school unannounced. Staff cannot be available to meet with parents at short notice, their days are filled with educating and caring for your children.

Meetings must be booked in advance by ringing reception or emailing the relevant member of staff. Where a named member of staff is not known then please email your child's form tutor or our general office on office@smithswood.fmat.co.uk. This ensures that staff are prepared and have all the information required of them to be able to resolve any concerns.

Please remember that your child's form tutor is your first point of contact here at Smith's Wood Academy. If they are not able to deal directly with your query, they will signpost it to the appropriate member of staff. You will receive a response from a member of staff within 48 working hours of contact, this considers staff's commitments in school and working hours.

If there are concerns with parental conduct moving forward then I will have no choice but to issue school site or email communication bans to ensure that all staff are free to work in a respectful environment.

I appreciate your support with this.

Yours sincerely,



Ms E Kkama
Head of Academy