

Dear parent and carers,

I am writing regarding the expectations for conduct when communicating face to face or verbally, including over the phone and via email, with members of school staff and, more specifically, staff at the reception desk. We'd like to take this opportunity to thank the overwhelming numbers of parents who continue to communicate with staff in a friendly and respectful manner. Our school ethos is clear and our expectations for everyone at the 4Bes; Be professional, Be Inclusive, Be A Learner and Be Knowledgeable. As adults we must model the behaviour and expectations we want from our children.

Of late a very small number of individuals have failed to communicate respectfully when accessing services from the front office and when communicating with staff at the school. Taking out frustrations on members of staff in a manner that is intolerable falls below our expectations of each other.

We are taking this opportunity to remind all parents of our expectations for courteous and polite exchange and to uphold our expectations to Be professional and Be Inclusive.

Should staff encounter any further instances of disrespect, including obscene language, raised voices and other forms of abuse, please know that staff members will immediately end contact by removing themselves from the situation. The matter will be reported and those responsible will likely lose access to physical and verbal communication with school staff, who will only address their future queries in writing. Further misconduct may eventually result in a total ban on entering the school site for a duration decided by the school and supported by the police.

Should you have a complaint of your own when dealing with school staff working in any capacity, please follow the school's complaints policy. The designated line manager will take up your complaint, investigate and respond accordingly. May I also remind you that on the following dates there is also the Headteacher's open surgery.

Please know that the staff at Langdon Park work very hard for your children and sometimes we do get things wrong and we will fix any mistakes made. I am very proud of the staff and it is my great privilege to serve you and this community. I encourage you also to send messages of thanks to staff who work tirelessly to provide the very best for your children.

Thank you for your understanding,