

2nd February 2024
Amh/jcl/02022024

Dear Parents and Carers

INAPPROPRIATE AND AGGRESSIVE BEHAVIOUR TOWARDS MEMBERS OF STAFF

At St John's we value the relationship we have with our wider school community, and we appreciate that the parents and community of St John's Marlborough are committed and engaged and recognise that we must work together to support the education of the children in our care.

We try to keep communication between school and parents/carers as timely, honest and as supportive as possible, but we do understand that on some occasions, the communication might not be as swift as some parents would like. We also understand that on some occasions we have to communicate some disappointing news about the behaviour of your child, which can be a difficult message to hear.

Unfortunately, I am compelled to write to all parents regarding a recent spike in inappropriate and aggressive parental behaviour by a small group of parents towards members of staff at St John's. This has happened in the school building, over the phone and on social media.

St John's is a professional workplace with over 200 members of staff, and no one should come to work and expect to be shouted or sworn at, no matter how upset or frustrated parents or carers might be at the time.

Recent examples of inappropriate behaviour include the following:

- Reception staff being shouted and sworn at in person and on the phone.
- The school medical staff being shouted at and threatened.
- Member of staff left in tears because a parent was shouting at her on the phone.
- Inappropriate and aggressive chat on social media by parents who were unhappy about the way the school handled a situation.
- An email sent to a member of staff, followed by an aggressive communication less than an hour later because the member of staff, who was teaching had not responded yet.
- Parents searching for the personal social media accounts of members of staff, so they can raise concerns about school matters out of working hours.

These behaviours are unacceptable, and not the behaviours parents should be modelling for their children.

We have high standards for our staff through the staff code of conduct and for our students through the behaviour policy. We also have expectations for parents and families to ensure that we can work together as a community which holds our core values of being kind, feeling supported and being happy. I have attached the following link to our 'Parent Code of Conduct' for you to read, [link](#), but would like to highlight some points. Section Three outlines some of the behaviours which are unacceptable.

Examples of behaviour which will not be tolerated include:

- *Threatening a member of the school community (including but not limited to another parent, a staff member, a governor, a child or a volunteer)*
- *Swearing or using offensive language*
- *Displaying excessive anger or shouting at others*

- *Sending abusive messages to another member of the school community, including via text, WhatsApp, email or social media*
- *Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms*

The Code of Conduct also highlights potential consequences for parents if these behaviours continue, including limiting communication between school and home, or even imposing a ban from entering the school grounds.

We welcome visitors to our school. We will act to ensure it remains a safe place for students, staff and all other members of our community. If you have concerns, we will always listen to them and seek to address them. Please be aware, however, that abusive, threatening or violent behaviour will not be tolerated in this school.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Alan Henderson', with a long horizontal line extending to the right.

Alan Henderson
Principal