

Dear parents, carers and all our school community

When you need to speak to staff about an issue or a problem, please remember to do it respectfully and kindly.

Governors will not tolerate abuse of staff.

We want all our children to grow up to be confident, capable and kind adults themselves. The adults around them need to model these qualities so that the children can learn them for the future.

Most of the time St Joseph's community is friendly, warm and supportive. Our behaviour pledge <https://www.stjosephshh.org.uk/parents/expectations-behaviour/> applies to everyone, not only the children. A huge thank you to everyone who works very hard to make that happen.

Unfortunately, staff have reported several incidents recently where parents/carers have behaved in ways which are not acceptable in our community.

As a reminder for everyone:- all of our staff are entitled to come to work without being yelled at, sworn at, threatened or talked about unpleasantly/untruthfully. This includes face-to-face, online, on the phone or via email or social media. Similarly, we do not want any children to witness such behaviour either.

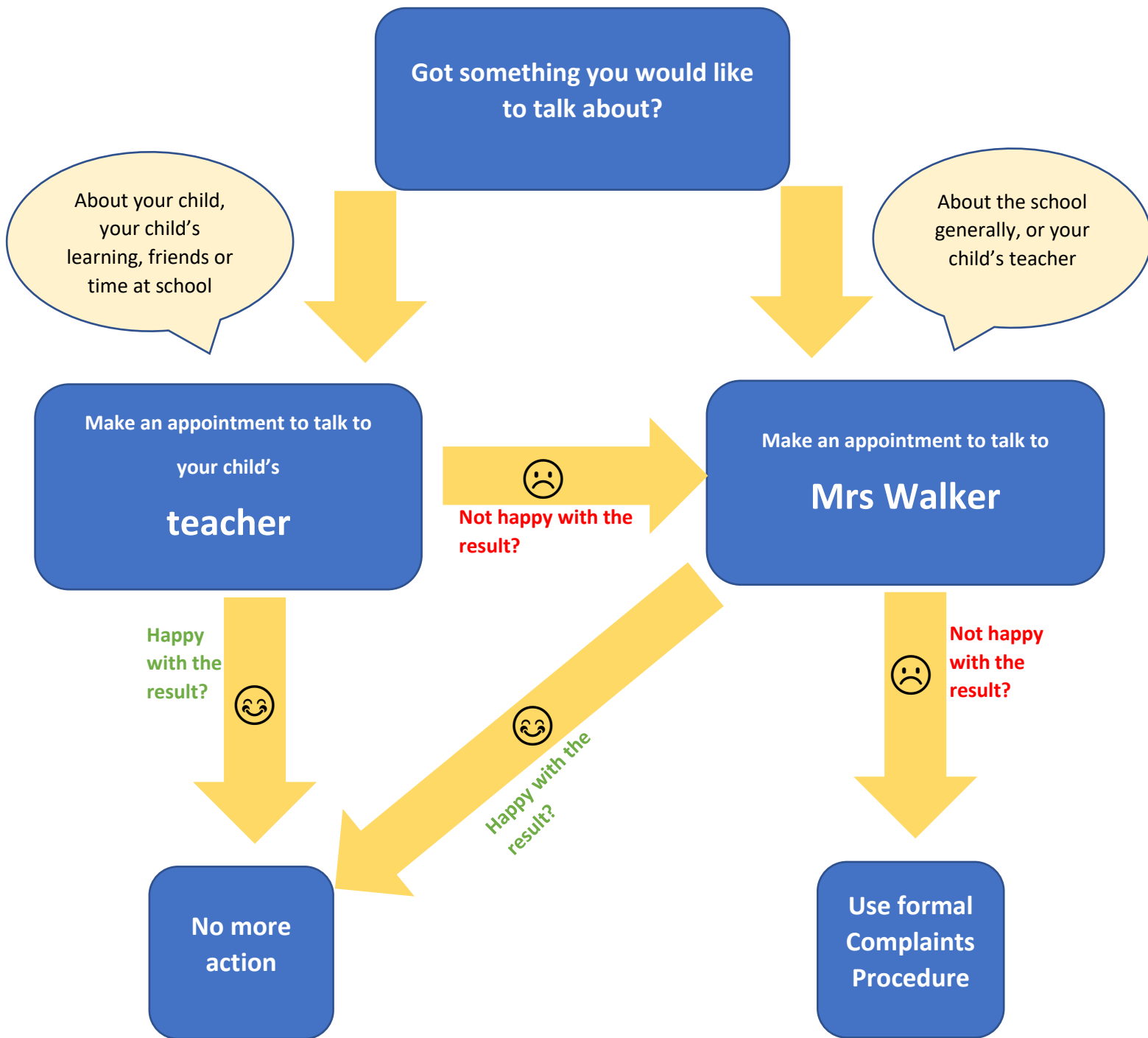
We completely understand that life is busy and stressful, especially right now as we come out of Covid and into a winter of financial stress. Everyone gets angry sometimes but we all have a responsibility not to take our frustration out on school staff, who are only doing their jobs. The vast majority of parents and visitors are polite and respectful, even when something goes wrong.

Of course there are times when people do need to talk about a problem or an issue and St Joseph's has a system which works well. Please see next page for instructions on what to do if you are unhappy with something.

If any adult behaves in an unacceptable manner towards staff the headteacher and governors will try to resolve the situation through discussion and mediation. However, following a serious incident or persistent intimidation governors may have to ban an individual from the school site and notify the police. This is not something we would ever do lightly and we hope it will never get to that point. We would always rather listen and discuss and try to resolve issues together.

Once again, thank you to all those who demonstrate kindness and respect to our staff.

St Joseph's Local Governing Committee



1. To make an appointment with your child's **teacher** or **Mrs Walker** you can email the office staff office@stjosephshh.org.uk call 01444 452584 or come in person to the office.

2. The **complaints procedure** is available on the school website, or from the office.