



Thursday 2nd May 2024

Dear Families,

At Catcott Primary School we have a wonderful and supportive family community, and we are very proud of our working relationships with you. However, on rare occasions, there have been incidents where staff have been on the receiving end of unacceptable behaviours.

- We actively encourage close links with families and the community.
- We know that children benefit when the relationship between home and school is a positive one and we welcome visitors to our school.
- We encourage families to communicate with us in person, class dojo, via email or phone.
- When families raise concerns, we will always listen to them and seek to address them as quickly and positively as possible.

We will always act to ensure the school remains a safe place for students, staff, and all other members of our community and therefore abusive, threatening, or aggressive behaviour will not be tolerated.

DEFINITIONS OF UNACCEPTABLE BEHAVIOUR

Types of behaviour that are considered serious and unacceptable and which will not be tolerated in relation to members of staff, and other members of the community include but are not limited to:

- shouting, either in person or over the telephone
- swearing, either in person or over the telephone
- emails which are sarcastic, combative, or aggressive in tone and language
- constant emails and/or phone calls which amount to threat, harassment and intimidation, despite the school's best efforts to address a situation
- inappropriate electronic activity including publishing abusive or inappropriate content with regards to the school, teachers or students on social networking websites such as Facebook, X or Snapchat or in email communication
- any form of physical violence, such as pushing or hitting
- physical intimidation, e.g. standing unnecessarily close to her/him
- the use of rude or aggressive hand gestures, including shaking or holding a fist towards another person
- allegations that turn out to be vexatious or malicious

As mentioned, the school is always willing to work with parents to address issues and if you have concerns then please: -

- Contact your child's teacher, this can be at collection or via Class Dojo as they are best placed to clarify any issues your child might be having.
- If you wish to review your concern further, then please ask for a meeting with your class teacher and a member of the leadership team.
- This can be actioned through the school email office@catcottprimary.co.uk –
- If, after the previous steps, you wish to escalate this further then please contact the school office and request a discussion with the head teacher.

I thank you for your cooperation in making Primary School the kind, safe and respectful community we know we all want it to be.

Many thanks



Laura Constanza
Headteacher