



MERIDIAN COMMUNITY PRIMARY SCHOOL AND NURSERY

Learning for Life



Wednesday 25th November 2020

Dear Parents and Carers

Complaints

I am writing to express my concerns about the ways in which a small minority of parents are choosing to communicate with school staff.

Over the last few weeks, we have had several parents being rude and aggressive over the phone and in person to several different members of the Meridian Team. This has included calling members of staff names, shouting at them, swearing at them, refusing to speak with them or refusing to listen to what we are saying.

I am sure you will agree that this is unacceptable behaviour and as a school we do not tolerate aggressive behaviour both on site and over the phone. If you have a concern or you are upset about something in school, can I please remind everyone to consider how they are speaking to school staff.

As a whole school team, we are committed to ensuring that children are happy, safe and learning at Meridian but it makes our jobs much harder to do when we are on the receiving end of such aggression and unpleasant behaviour. We completely understand when emotions are running high and we want to support you if you are feeling upset, worried or concerned about your children. We want to help but we also have the right to feel safe in our workplace and not feel threatened, intimidated or on the receiving end of aggressive behaviour.

The school's Complaints Policy and Procedure is available on the website [here](#) which explains how to make a complaint or raise a concern with the school.

Please be aware that as part of this policy it states:

"Meridian Community Primary School and Nursery is committed to dealing with all complaints fairly and impartially, and to providing a high quality service to those who complain. However, we do not

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expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.”

This behaviour could result in the school restricting the way we communicate with you for a period of time (usually 6 months) or even barring you from the school premises.

Thank you to all those parents and carers who speak to us with respect when expressing a concern or a complaint.

If you have any questions, please do not hesitate to contact me.

Yours sincerely

C. Westcott

Ms. Claire Westcott
Headteacher

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