



SUTTON ST JAMES C.P. SCHOOL
Bells Drove, Sutton St James, Spalding, Lincs. PE12 0JG
Email: enquiries@sutton-st-james.lincs.sch.uk
www.sutton-st-james.lincs.sch.uk
Tel: 01945 440209
Headteacher: Miss Claire Willows



4th April 2025

Dear Parents,

Re: Aggressive/abusive behaviour from parents towards staff

It is with regret that we feel it necessary to contact all parents regarding an area of increasing concern raised during our recent Governing Board meetings.

Whilst we understand that, at times, emotions are high and situations can seem frustrating, it is not acceptable to behave in ways which are aggressive and abusive towards any member of staff, and it will not be tolerated. When contacting the school, whether in a face-to-face meeting, on the telephone, or via email correspondence, it is essential that a professional and respectful manner is maintained.

Our school leaders and staff work tirelessly throughout the year, and we as Governors feel that they deserve and should be treated with respect, and should not have to tolerate abusive behaviour in their workplace or any form of harassment.

Our school's vision and values are fundamental in all that we do, and your child's best interests are at the heart of every decision made. We strive to create a school community that develops everyone's potential, and our day-to-day decisions prioritise your child's learning and development so that they can reach their full potential.

We understand that there may be times when you are concerned about the decisions we make when it comes to your child's education. Whether you wish to seek clarification or further explanation informally with our school leaders and staff, or to make a formal complaint through our Complaints Policy (available on the school's website), we expect that you do this respectfully and calmly.

It is fully appreciated that almost all parents do behave in an appropriate manner and are supportive of the staff in school, and we are truly grateful to you as parents for all that you do to support your children's learning. We recognise what a difference we can make when we all work together, and hope that you do, too.

We hope that you understand why we are writing to you in this way today, and always welcome honest and constructive feedback in how we communicate our decisions, such as through the annual parent survey.

Please find attached a copy of our Parental Code of Conduct to remind you of our expectations of parents, which you are asked to adhere to throughout your child's time in school.

We hope that you enjoy reading our latest Governor Newsletter, and wish you all a happy and restful Easter holiday spent with your loved ones.

Yours sincerely,

The Governing Board