

wildernschool

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S. Mann CEO

MJC/jr
Sept 2023

Dear Parents/Carers

We know that the best way to get the very best outcomes for our students, your children, is to work closely together as a partnership (school and home) through discussion and understanding. To make sure that any things are communicated in a timely and appropriate manner, whether these things are successes or are worries or concerns. For the most part this works very well, however, not always.

At times there are frustrations and misunderstandings between us that occur, as they would in many large organisations due to a number of factors. For example, the frameworks that schools need to follow for perhaps behaviour or attendance may be frustrating to some. Equally how best we use the limited resources available to us in order to support all our students who need them can be complex to understand. There can also be misunderstandings regarding the rationale behind decisions made which have a whole school impact. Sometimes, though, it is because you do not feel we have been good enough.

In recent times, the balance of support from a minority of parents when we are communicating about their child's behaviour, school routines, expectations of changes has been less than positive and our staff have unfortunately experienced shouting, swearing and threats via email, over social media, on the phone or face to face. We need this to stop no matter how frustrating a situation is.

Our staff team, from our Receptionist through to our teaching staff work tirelessly to provide not only great learning experiences within the classroom but also to extend these experiences through extra-curricular activities in the form of clubs and trips. However, this is only achieved by having staff who are happy and want to work at our school, who want to make a difference for our students, your child(ren), and who know they have your support no matter what.

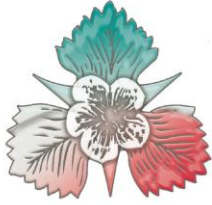
The vast majority of our communication with parents reflects the brilliant relationships we have and we want to continue to build on this. However, we, as a school, can only look after our students, your child(ren), the very best we can if we take care of our staff, ensuring that they are treated with respect and kindness. It is what we expect of ourselves in our dealings with you and your child(ren).

From your feedback we have learned that you are not always sure who to contact or how to communicate with us. Attached to this letter is a flow diagram to help support you when you want to speak to a member of staff in order that you are asking to speak to the correct person. There is also an information sheet about the best way to communicate with us.

We know that for the majority of you reading this, you will be puzzled by what has been written as our partnership is strong, open and respectful. However, we feel that sadly the time has come again to raise this with you all, to ensure that we retain and recruit quality staff who continue to provide high quality education for all our students.

Finally, can we take this opportunity to remind all parents, and specifically those parents that are new to us as a school, that you must not come onto the school site to pick up your children during or at the end of the school day. If you need to collect your child, please call reception who will assist you with this. If





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you have been called to pick up your child, then please head to First Aid. Please remember that you should make an appointment if you wish to see staff, and not just arrive at Reception.

Thank you for your continued cooperation and please understand that this letter is, unfortunately, necessary.

[Contacting the right person guidance pdf](#)

[Guidance for Parental Communication with Wildern](#)

Yours sincerely

Mrs C Oakley
Headteacher

