

22<sup>nd</sup> May 2026

Dear Parents and Carers

As we approach the end of this half term and look ahead to the upcoming holiday, I want to take a moment to thank you for your continued support. The partnership between home and school is one of the most important factors in helping our children and young people succeed, and we value the positive relationships we have with families across our schools.

From time to time, concerns and frustrations can arise. We understand this, and we are committed to listening and working with you to resolve issues as quickly and fairly as possible. Experience shows that the most effective way to do this is through open, honest and – above all – respectful communication.

However, we are increasingly seeing instances, both nationally and within our own schools, where communication falls short of the respectful standards we expect. This includes aggressive behaviour, inappropriate language and hostile or accusatory correspondence.

I want to be clear that abusive, threatening and aggressive behaviour towards our staff or members of our school communities will not be tolerated. All staff have the right to work in an environment where they feel safe and respected, and the same is true for every member of our community including other parents and pupils.

At the same time, we recognise and greatly value that the vast majority of our parents and carers engage positively with our schools. Strong relationships are built on mutual trust and respect, and these relationships directly support children's wellbeing and success.

When concerns do arise, they are far more likely to be resolved quickly and positively where communication is clear, constructive and focused on finding a solution. We therefore ask that all parents and carers:

- Communicate in a calm and respectful way, whether in person, by phone or in writing
- Focus on the issue or outcome, rather than individuals
- Follow the school's complaints procedures so concerns can be addressed effectively
- Work with us in a spirit of partnership, recognising our shared goal of supporting every child

Where behaviour does fall below these expectations, for example through shouting, swearing, intimidation or persistent aggressive communication, we will take appropriate action. This may include setting clear expectations about future conduct, limiting communication channels, or, in more serious

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cases, restricting access to school sites. These steps are sometimes necessary to ensure that our schools remain safe, calm and respectful environments for everyone.

If you do have a concern, please continue to raise it with us, starting with the member of staff closest to your child, so that it can be addressed promptly and constructively.

Thank you again for your ongoing support. We wish you and your families a restful and enjoyable half-term break.



**Alex Russell OBE**  
**Chief Executive Officer**  
**Bourne Education Trust**