



5 January 2017

Dear Parents and Carers,

At the start of the New Year, I am writing to update you on some newly adopted policies regarding communication. I do understand that sometimes communication with school can be a source of frustration, especially if phone calls are not returned. To improve this we have appointed an Enquiries Co-ordination Team who parents and carers can contact if they have not had a return phone call or email within 3 working days, who will aim to ensure that your concern or query is addressed more quickly. The number to call for the Enquiries Co-ordination Team is 01202 740950 or alternatively you can email them on enquiries@st-edwards.poole.sch.uk. I do hope this will make a positive impact for parents and carers needing to communicate with teaching staff.

Unfortunately there have been increases across all schools in the number of aggressive or threatening encounters with parents and carers, and there have been a small number of unpleasant experiences by staff in our own school. When dealing with a professional institution, such as a school, it is important that all communications are undertaken in a tone of mutual respect, regardless of frustrations. The Governing Body has adopted a new policy for managing behaviour from parents, carers and visitors.

Along with all schools, we sometimes get things wrong, and if this happens we will try and put things right. The Governing Body have also adopted a complaints policy. Both policies are available from the school or can be found on our website.

Thank you to so many parents and carers who have taken the time to give us positive feedback. Remember – if we get it wrong, please tell us; and if we get it right, please tell Ofsted! You can register your views at <https://parentview.ofsted.gov.uk/>

Finally, we have been fielding complaints from neighbours regarding inconsiderate parking by parents and carers collecting their child after school. They too have sometimes experience verbal abuse and aggressive behaviour when asking people to move their cars from driveways etc. Please could you help us by parking considerately for our neighbours?

Thank you in anticipation of your help with this.

With all good wishes for the year ahead.

Yours sincerely

Mr M Antram
Headteacher