



24<sup>th</sup> March 2023

Dear Family

As we approach the end of the term, we would like to take the opportunity to reflect on our core values and remind parents/carers of the importance of behaviour and conduct in our school community. We have noticed that on a few occasions, parents/carers have not shown due respect when dealing with our staff, which is one of the school's core values. Today in particular, we had an incident that we feel put the wellbeing of our learners and staff in jeopardy. We would like to take this opportunity to remind parents/carers that our staff are entitled to come to work free from harassment or abuse.

At Honywood School and indeed our wider Academy Trust, we are committed to dealing with all complaints fairly and impartially and to providing a high-quality service to those who complain. We do not expect our staff to tolerate unacceptable behaviour and will take action to protect them from any form of harassment, including that which is abusive, offensive, or threatening. This is no different from any other profession. We like to be treated how you would want to be treated - with respect and dignity.

Our policy on the Management of Unreasonable and/or Persistent Complainant Behaviour outlines what we consider as unreasonable or unreasonably persistent behaviour. This includes making unjustified complaints about staff who are trying to deal with the issues, and using abusive, offensive, or discriminatory language. We take these matters very seriously, and we will not hesitate to take action against anyone who behaves unreasonably or persistently in this way. Parents/Carers that turn up to school angry and shouting at our staff can put the wellbeing and safety of our learners, many of whom are vulnerable, in jeopardy and is not something we will ever tolerate.

Our policy on the Management of Unreasonable and/or Persistent Complainant Behaviour can be found here:  
<https://www.honywoodschool.com/attachments/download.asp?file=384&type=pdf>

Making threats to publish unacceptable defamatory or unkind information in a variety of media such as on social media websites or newspapers is also not something we would tolerate as it rarely is constructive and never provides a factual, balanced and overall view of what is often a private and confidential matter. We understand that parents/carers may have concerns and complaints from time to time, and we encourage you to raise them with us so that we can address them through the proper channels. However, we ask that you do so in a respectful and constructive manner.

Whenever possible, the Headteacher or Chair of Governors will discuss or put in writing any concerns with the complainant informally before invoking the policy on the Management of Unreasonable and/or Persistent Complainant Behaviour. If the behaviour continues, we will write to the complainant explaining that their behaviour is unreasonable and will ask them to change it.

Although fulfilling a public function, schools are private places. The public has no automatic right of entry and it is not practical for parents/carers to turn up to school unannounced and demand to see a member of staff. We have specific parent's/carer's time slots available for general enquiries and are happy to make appointments to discuss specific issues. We must act to ensure our school remains a safe place for learners, staff and other members of their community. If a parent's/carer's behaviour is a cause for concern, we may ask them to leave the school premises. In serious cases, we may notify them in writing that their implied licence to be on school premises has been temporarily revoked.

We would like to apologise for the need to write to you in this manner and would like to take this opportunity to thank the vast majority of our parents/carers who show respect and support to our staff. Your positive attitude and partnership with the school make a significant contribution to the education and wellbeing of your child.

We believe that by working together, we can ensure that our school community remains a safe and respectful place for everyone. Thank you for your cooperation in this matter.

Yours sincerely

James Saunders  
Headteacher

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