

8th September, 2026

Dear Parents and Carers,

As we begin the new school year, I wanted to clarify how concerns should be raised and the standards of behaviour we expect when parents and carers are communicating with school.

Raising concerns

We know that parents will sometimes have questions, concerns or disagree with a school decision. You are absolutely entitled to raise these with us.

Wherever possible, concerns should be raised calmly and directly with the appropriate member of staff or through the School Office. We will listen carefully and try to resolve matters at the earliest opportunity.

Speaking to staff and leaders

We want parents to be able to speak to us when something is worrying them.

For quick day-to-day matters, class teachers are usually available at the end of the school day. For anything that needs more time, please contact the School Office and ask for an appointment with the class teacher.

Requests to meet with staff or senior leaders will be triaged according to the nature and urgency of the issue, alongside existing teaching, safeguarding and leadership commitments. This means that we may not always be able to meet immediately or at a specific time requested, but we will make sure the concern reaches the right person and arrange a suitable opportunity to discuss it.

Where something is genuinely urgent, particularly where there is an immediate safeguarding, welfare or safety concern, we will respond straight away.

For matters that are important but not urgent, we may arrange a meeting or telephone call at the earliest appropriate time. This allows staff to give the issue proper attention rather than trying to have detailed conversations at the classroom door or while they are responsible for children.

Please do not expect a member of staff or leader to leave teaching, meetings or other duties for a non-urgent matter without an appointment.

Part of Mowbray Education Trust

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How we expect concerns to be raised

We ask that all communication with staff remains respectful.

This means that staff should not be:

- shouted at or spoken to aggressively
- threatened or intimidated
- subjected to abusive or offensive language
- placed under pressure by threats to bring groups of people onto the school site
- confronted in a way that causes them to feel unsafe or vulnerable

The Trust complaints policy is clear that complainants are expected to treat those involved with respect, and that abusive, offensive or threatening behaviour is not acceptable.

What will happen if conduct is unacceptable

If a parent or visitor behaves in an unacceptable way, the school will respond proportionately depending on the seriousness of the incident.

This may include:

1. **A verbal reminder**

The parent or visitor may be reminded that their behaviour is not acceptable and that concerns must be raised appropriately.

2. **A written warning**

If the behaviour is serious or repeated, I may write formally to the individual setting out the concern and the standard of conduct expected in future.

3. **Restricted contact**

Where necessary, communication may be limited to a particular member of staff, method of contact or agreed appointment times.

4. **Removal from the school site**

Anyone behaving aggressively, threateningly or abusively may be asked to leave the premises.

5. **Withdrawal of permission to enter the school site**

In serious cases, or where unacceptable behaviour continues, permission to enter the school

premises may be withdrawn. Appropriate arrangements would still be made to ensure a child can attend school and necessary communication can continue.

6. Further action

In the most serious circumstances, the school may seek advice from the Trust, Local Authority or police.

Working together

I want The Grove to be a school where parents feel listened to and confident in raising concerns. Equally, I have a responsibility to ensure that staff are safe and treated with courtesy and respect.

We will always listen. We may not always agree, but communication must remain calm and respectful.

Thank you for helping us maintain a positive relationship between home and school and for working with us in the best interests of the children.

Yours sincerely,



Daniel Rogers
Headteacher