

St. Bernadette Catholic Primary School, London Colney



email: admin@stbernadette.herts.sch.uk

website: www.stbernadette.herts.sch.uk

13th January 2023

Dear Parent/Carers,

At the beginning of this year, we wrote to parents detailing our school ethos, which centers on building key relationships, one of which being the relationship with parents. We are very fortunate to have a supportive and friendly parent body. We believe that St. Bernadette parents recognise that educating children is a process that involves partnership between parents, class teachers and the school community. Therefore we feel it is necessary to write to you as parents in response to the growing number of incidents where either the school, or individual staff members within it, have been subject to inappropriate behaviour both in person, via emails and on Whatsapp groups.

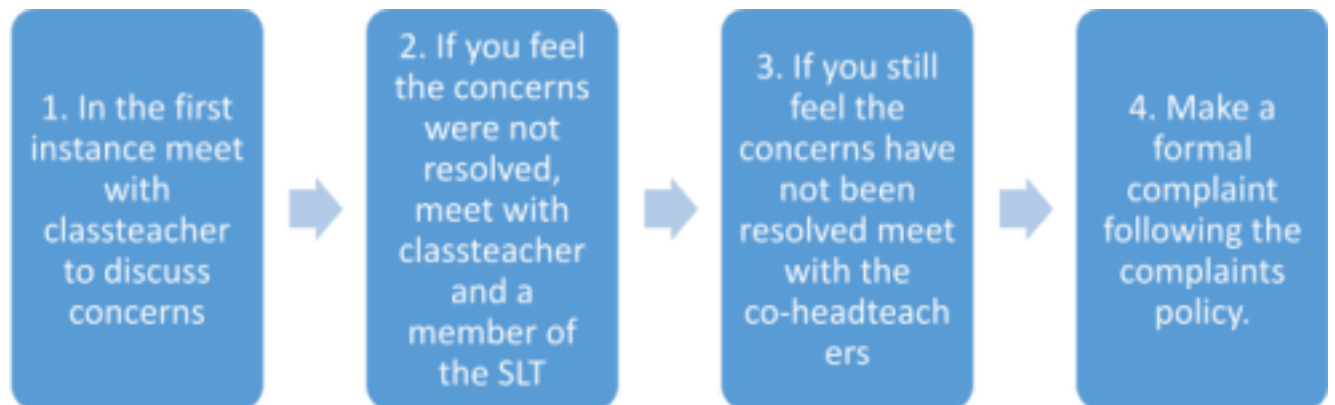
We are more than aware that at times you will have both questions and concerns. This letter is not meant to deter you from coming to school with these concerns, it is merely meant as a reminder that all concerns should be voiced in line with the school policy, and that all meetings held with staff members should be undertaken in a respectful and calm manner where both parties seek a positive resolution for the child. Meetings that do not adhere to this approach will be stopped at the moment and rescheduled.

What to do if you have a concern?

As always, where a specific issue affecting your child exists, parents are encouraged to make an appointment to meet with the class teacher to constructively and positively discuss and resolve. This appointment can be made at: parents@stbernadette.herts.sch.uk

Please do not discuss concerns at the classroom doors as the teachers are responsible

for the safety of the children they have in their care, and are therefore not in a position at that moment, to give you as parents the time and consideration that you deserve. Concerns/complaints will follow the following procedure:



The complaints policy can be accessed via the school website at:
https://www.stbernadette.herts.sch.uk/web/school_policies/559555

These are the clear communication channels in place and, used positively, will ensure that concerns we have from time to time are dealt with in the spirit set out in our school values.

We have also shared further information this week about a list of events/coffee mornings that parents will be invited to in order to build further on our relationships going forward.

We would like to thank you in advance for your support on this important matter.

Yours sincerely

S.Lavelle-Murphy & J.Reilly
Co-Headteachers
St. Bernadette Catholic Primary School