



Executive Headteacher: Miss R. Sandell

Headteacher: Guy Fairbairn

13 September 2018

**Lateness and Abusive Behaviour**

Dear Parents and Carers,

With so many changes this year, I wanted to say 'thank you,' to all those of you have been so wonderfully kind, helpful and supportive at the start of term, it has been greatly appreciated.

Sadly, the behaviour of a small number of parents/carers has not been so helpful. Over the last week, a number of staff have told me that they have been subjected to aggressive, insulting, offensive and abusive language and behaviour. The office staff have also told me that some parents/carers have been using aggressive and abusive language over the phone.

Much of the abusive behaviour has been about the start time of the school day. I know that change can be difficult but we have sent out many reminders about this. After the decision was made, back in June, to change the timings of the school day, we sent out two letters before the summer holiday, we sent a text message before the start of term, we have sent a number of text messages over the last week or so and I sent out a letter on Friday. All of these have clearly stated that the school day now starts at 08:50 and that any child arriving after this time is late. We have also said in the text messages and in my letter that we will be closing the gates at 08:50 and that anybody arriving after 08:50 will need to sign in at the office.

When parents/carers are late, our staff are required to ask you to sign in and may ask the reason for the lateness. There is no need to be abusive to staff about this, they are just doing their job. We will always do our best to be polite to you and I expect you to do the same.

The staff at Monks Orchard Primary School have the right to be safe at work and I have a duty to protect them from any behaviours which threaten their safety. The behaviour of this small number of parents/carers is completely unacceptable and I am not prepared to have members of my staff subjected to offensive, abusive or threatening behaviour.

Parents and carers being allowed onto the school premises is a privilege, not a right. We have the power to ban any parents who display offensive, abusive or threatening behaviour, in person or by phone, from the school site. We have used, and will continue to use, this power if necessary.



**FAIRCHILDES  
ACADEMY  
COMMUNITY  
TRUST**



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On a slightly different note, a number of parents have come to members of the senior team with questions or concerns about their children, without having spoken to their class teacher. Please, please, please always talk to your child's class teacher first. On most occasions, a five-minute conversation with them will sort out any questions or concerns.

A strong, positive working relationship between the school and parents/carers is vital. Without this, the school would not be able to provide the high quality education we want all of your children to receive.

My apologies to the vast majority of you who have been brilliant so far. I hope you understand why we needed to send out this reminder.

Thank you for your support,

A handwritten signature in black ink, appearing to read 'Guy Fairbairn', written over a horizontal line.

Guy Fairbairn  
Headteacher