

Berkshire Association of Secondary Headteachers



COX
GREEN
SCHOOL



CHARTERS
— SCHOOL —



October 2023

Dear Parents and Carers,

As a group of school leaders in the Royal Borough of Windsor and Maidenhead, we all believe in working in partnership with parents to enable our staff to provide the best possible experience for the children in our care.

To achieve this, we feel we must write to you today to share a common concern we have across our schools. Since the pandemic, there has been an unfortunate increase in inappropriate, confrontational and aggressive communications directed at staff from some parents and carers, whether by email, over the phone or in person. In some extreme cases, staff have even been verbally abused.

Quite simply, such behaviour is not acceptable in any workplace. As school leaders, we have a duty of care to all our staff to ensure they have a welcoming, supportive and safe working environment, and we cannot accept any behaviour which has such a negative impact on their wellbeing.

The same is true when issues are sometimes raised on social media rather than contacting the school directly to raise any questions or concerns. We are more than happy to respond to you directly and resolve any matters quickly and effectively, without instead having negative social media activity directed at members of staff in the first instance.

Our schools all have a central value at their heart – mutual respect between all members of our school communities. We understand sometimes parents or carers may be frustrated about issues that arise, and we always do our best to resolve these as effectively as possible. When such issues do occur and you need to discuss these with your school, we ask that you please be mindful of being considerate and respectful towards our school staff, who want the same thing that you do – to ensure we are able to give your child the best possible support we can so they can thrive both academically and socially.

As is often in the news at the moment, schools are facing a national teacher recruitment and retention crisis, so it is even more important than ever to ensure we hold onto our excellent staff and support a good working environment for them.

We are incredibly grateful to the overwhelming majority of parents, carers and friends of our schools who show their appreciation and gratitude on a regular basis. We are asking for the support of everyone in our school communities, by please being respectful in your communications as we all continue to work in partnership together to support your children.

Yours faithfully,

The Headteachers
Berkshire Association of Secondary Headteachers
Royal Borough of Windsor and Maidenhead