



Moorlands Church of England Primary Academy

Headteacher: Mr Kevin Lee

Moorland Way, Belton, Great Yarmouth, NR31 9PA Tel: 01493 780007
Email: office@moorlands.norfolk.sch.uk Web: www.moorlands.dneat.org



25th February 2020

Dear Parents,

I am writing to remind you all of the importance of appropriate and respectful communication with staff at Moorlands. As a school, we greatly value communication with parents and carers and we will work hard to build a trusting, respectful relationship with you. We are very aware of the importance of speaking to all parents and carers in a responsible and respectful way and, I'm happy to say that on the vast majority of occasions, school staff are spoken to in a similar fashion. This way, we can ensure effective communication and appropriate outcomes. However, rarely, this is not the case and misunderstanding and concerns can arise.

To this end, I would like to remind all parents and carers that:

- Communication, including that on Facebook or other social media should never be of a personal nature.
- Staff should be spoken to with respect and you should also expect to be spoken to appropriately and sensitively in return.
- Teachers can discuss issues at the end of the day but they cannot do this at the start of the day or when they are preparing to teach their class.
- If you are in school on a voluntary basis during the school day, it is not appropriate to discuss matters concerning your child on these occasions.
- If more than a quick end of school conversation is required, an appointment should be made through the office. Office staff will ask about the nature of the meeting so that appropriate preparation can be made.
- From time to time, we will get things wrong and if we do, we will be honest about this and we will put it right.

Thank you for your continued support.

Yours faithfully

Kevin Lee