

# GROVE ROAD PRIMARY SCHOOL

“Our family school where all are equally valued”

A: Cromwell Road, Hounslow, TW3 3QQ W: [www.groveroadprimary.co.uk](http://www.groveroadprimary.co.uk)

T: 020 8570 6132 F: 020 8230 4019 E: [office@groveroad.hounslow.sch.uk](mailto:office@groveroad.hounslow.sch.uk)

Head Teacher: Mrs Lyn Gray



Friday 14<sup>th</sup> February 2020

Dear Parents and Carers,

Grove Road Primary School has always prided itself on “being a family School with family values”. We welcome **all** children and parents to our school and give the same support and commitment to every child and family.

It is therefore with sadness that we are writing to you to share our genuine concerns and worries.

The staff have been subjected to a number of personal attacks and verbal aggression at the classroom doors, in the school office and on the playground. These unnecessary exchanges are often carried out without warning, without any time given for investigation and almost always take place in front of other staff, parents and most alarmingly – children.

We all understand that the when a child meets us at the end of the school day and tells us about an incident that happened in school, it can be worrying or even frightening to hear and your first instinct is the safety of your child. Nevertheless, it is imperative that we

<https://www.groveroadprimary.co.uk/school-policies/>

understand that the child is giving their account in their own words and that with all incidents there are other sides to the story and thus it becomes an incident that needs investigating. Investigating takes time by the school staff and will always be followed up on and discussed with the parent at the end of the investigation. You may not always like the outcome but the staff member can only make a decision based on the evidence in front of them. If <https://www.groveroadprimary.co.uk/school-policies/>

The children’s safety is always our first priority. Children cannot learn if they do not feel safe and happy in school. It is not in any staff members best interests to not investigate a situation or incident and thus staff will always endeavour to re-establish harmony within the class or school. All the staff at Grove Road take their role very seriously and come to school to do a good job! They are all appraised against some very high standards which include professionalism and conduct and thus they should be treated with the same respect and courtesy as all professionals should be.

The school will no longer tolerate staff being shouted at in front of colleague’s, parents and children. The staff will not tolerate slanderous emails about their ability, qualifications or conduct. Staff will not deal with unreasonable requests on “how to do their job properly” especially where another child is concerned. Only genuine concerns, evidenced by parents will be considered and taken seriously.



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Should any of the afore mentioned behaviours continue the staff and governors of the school will have no choice but to take more drastic actions that may include stopping parents from entering the school gardens and operating an appointment only system for meeting with staff. This would not be in keeping with our ethos and aims of the school but as I am sure you understand the safety and well-being of the staff at Grove Road is equally as important to the safety and well-being of the children. Without this dedicated staff team there would be no Grove Road School.

Please continue to work with us in ensuring that we can continue the positive working partnership that we have always had here at Grove Road. Parents Reps. are available to all classes as well as parent governors who will help direct your concerns to the right people and offer support.

Yours faithfully

The Governing Body

