Brookmead School
Bringing learning to life and life to learning

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20 October 2026

Dear Parents and Carers

Home-School Communication Reminder

We are saddened to have to send this letter, as it is not reflective of the overwhelming majority of our parent community. The vast majority of interactions between families and school staff are positive, respectful and supportive, and we are grateful for the strong relationships that exist between home and school.

We have recently experienced a small number of interactions that have fallen below expected standards. To ensure communication remains constructive and productive, we would like to remind all families of the following expectations:

- If a matter is urgent and requires an immediate response, please contact the school by telephone or request to speak with a member of staff. We strongly encourage verbal communication where matters are time-sensitive or complex. Please note that, in line with our Communication Policy, the member of staff you wish to speak with may not always be available. In such circumstances, another appropriate member of staff may be allocated to support you.
- The school operates a clear communication structure to ensure that concerns are directed to the most appropriate member of staff in the first instance. Whilst there may be occasions where the Headteacher becomes involved, it is not always necessary or practical for concerns to be addressed directly by the Headteacher. Requests to speak with specific members of staff, including the Headteacher, will therefore be considered in accordance with the school's Communication Policy and operational commitments.
- A reminder that emails and other written correspondence are subject to a response timescale of up to seven working days.
- We value parental feedback and are always willing to listen to concerns. However, there will be occasions where the school reaches a different conclusion to parents, and must act in accordance with school policies, statutory guidance, professional advice and our professional judgement. Whilst parents may not always agree with these decisions, we ask that discussions remain respectful and constructive.

- All staff have the right to be treated with dignity, courtesy and respect. It is not acceptable to raise voices, speak over staff, behave in a confrontational manner, or communicate in a way that is rude, aggressive or intimidating. This applies equally to interactions in person, by telephone and in writing. Our office team undertake a demanding role and are often the first point of contact for families. They work hard to support pupils, parents and staff and should be able to carry out their duties without being subjected to discourteous behaviour.
- Where communication becomes inappropriate, the school reserves the right to end the interaction immediately. This includes situations where an individual raises their voice, behaves aggressively, is rude to staff or refuses to engage respectfully. Please be aware that CCTV operates across the school site.
- The school will not engage in organised complaint campaigns. Where concerns have been discussed or coordinated through social media platforms, including WhatsApp or Facebook groups, and a complaint campaign is suspected, the school may issue a single collective response in accordance with our Compliments and Complaints Policy.
- We would also remind parents that the school's Disruptive Visitors Policy may be implemented where behaviour falls below the standards expected. This may result in formal communication arrangements being put in place. Under this policy, the Headteacher may establish clear communication processes where there is evidence of unreasonable, vexatious or persistent complaints, or where complaint campaigns are suspected.

Finally, please take the opportunity to revisit the attached Home-School Agreement shared at the beginning of term. This document sets out our expectations clearly, including the appropriate use of WhatsApp and other social media groups when discussing school matters.

Thank you for your continued support and cooperation.

Kind regards,



Mrs Taylor
Headteacher