



# UPLANDS MANOR PRIMARY SCHOOL

**Headteacher: Mrs R. Keen**

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Dear Parents & Carers

It has been lovely to see lots of you in school recently to support your children by attending the meetings, assemblies and workshops. Please keep checking the calendar to see what else is happening that you can attend.

We understand that there may be times when things don't go so well and you need to raise concerns. It is important that you do this in the right way and with the correct staff.

You can:

- Write a letter asking for a phone call or meeting with your child's class teacher
- Email [headteacher@uplandsmanor.sandwell.sch.uk](mailto:headteacher@uplandsmanor.sandwell.sch.uk) and your message will be forwarded to the right member of staff
- Speak with your child's teacher (this is the person who knows your child well and deals with any concerns day to day)
- Speak with the year lead if you feel that your concerns have not been addressed by the teacher
- Speak with a senior member of staff if you still have concerns after speaking to the class teacher and year lead
- Speak to the Designated Safeguarding Lead if your concerns are about the welfare and safeguarding of your child
- Speak to the Attendance Lead if your concern is about attendance

Our Receptionists are able to take messages for staff. Please remember that they will not know about concerns in school so please speak to them calmly and politely.

Thank you for working with us to ensure that your children get the best experiences of school.

Yours faithfully

Mrs R Keen  
**Headteacher**

**Achievement**

**Belief**

**Creativity**

**Determination**

**Enthusiasm**





# PARENT/CARER EXPECTATIONS

## Rationale:

We believe staff, parents and children are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school and will not be tolerated.

## Aims:

That all members of the school community treat each other with respect.

## Expectation:

- ◆ That adults set a good example to children at all times, showing them how to get along with all members of the school and the wider community
- ◆ That no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults on the school premises
- ◆ Physical attacks, threatening behaviour, abusive or insulting language (verbal or written) to staff, governors, parents / carers, children and other users of the school premises will not be tolerated. Such actions will result in a formal warning or the withdrawal of permission to be on school premises, depending on the nature of the incident

**The school will investigate any incidents and the senior leadership team will make the judgement as to the sanctions imposed.**

## Guidelines:

Types of behaviour that are considered serious and unacceptable towards any member of the school community. *This is not an exhaustive list but seeks to provide illustrations of such behaviour:*

- ◆ Shouting, either in person or over the telephone
- ◆ Inappropriate posting on Social Networking sites deemed as bullying
- ◆ Speaking in an aggressive/threatening tone
- ◆ Physically intimidating, e.g. standing very close
- ◆ The use of aggressive hand gestures/exaggerated movements
- ◆ Physical threats
- ◆ Shaking or holding a fist towards another person
- ◆ Swearing
- ◆ Pushing
- ◆ Being intoxicated on school property
- ◆ Hitting, e.g. slapping, punching or kicking
- ◆ Spitting
- ◆ Offensive comments
- ◆ The wearing of clothing showing offensive slogans / words

**Please note: unacceptable behaviour may result in the Police being informed.**

## Site Bans:

The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse. School premises are private property and parents have been granted permission from the school to be on them. However, in case of abuse or threats to staff, pupils or other parents, parents can be banned from being on the school premises. It is also an offence under section 547 of the Education Act 1997 for any person to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school.

## Right of Appeal:

Parents have the right of appeal by writing to the Chair of Governors within ten days of permission to enter the school premises being withdrawn.