

11th December 2025

Dear Parents and Carers of Greenleas School,

Greenleas Values and Kindness

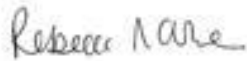
At Greenleas we welcome your feedback and your constructive criticism, and we understand that you care about your children, and so sometimes your emotions can get the better of you. On the parent survey, you are always very complimentary about how well we know your children and what good care we take of them. It is therefore concerning this week that several staff across both school sites have reported instances where they have been sworn at, spoken to harshly or shouted at by parents. This is worrying, and it is not in keeping with the respectful and supportive relationships we strive to maintain.

You will know from our Greenleas Values that we treat the children with compassion and understanding. When there are instances of poor behaviour, we always take a restorative approach, and seek to understand the behaviour and change it, rather than punish or blame. I would therefore like to request that you remember to approach school staff with the same kindness you would appreciate yourself. They do not need to be shouted or sworn at in order for a complaint to be heard, particularly if this is done in front of your children.

I have instructed my staff, should there be any shouting, swearing or disrespect towards them, to end the conversation, and walk away. On the telephone staff will say, " I am ending this telephone conversation because you are shouting/swearing," and hang up the phone.

The staff at Greenleas all work incredibly hard and do an amazing job, all because they enjoy the privilege of supporting your wonderful children. As we get ready for the festive season, please let us remember that in all of our interactions, and show them how much we value their hard work and dedication.

Yours sincerely



Rebecca Clarke
Head Teacher

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Mrs Rebecca Clarke

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