



Dear Parents and Carers,

At Colton Hills Community School, we are proud of the strong relationships that exist between our students, staff, families and wider community. These relationships are built on a shared commitment to ensuring that every child can learn in a safe, respectful and supportive environment.

As we continue to work together throughout the year, I would like to remind all parents and carers of the expectations outlined within our **Parents and Carers Code of Conduct**. The vast majority of families consistently demonstrate these standards, and we greatly value the positive partnership we enjoy with you.

Our expectations are simple:

- Treat all members of our school community with courtesy and respect.
- Communicate concerns calmly and appropriately, allowing staff sufficient time to investigate and respond.
- Recognise that staff have a right to work in an environment free from intimidation, aggression, harassment or abusive language.
- Respect the professional judgement of staff and follow established school procedures when concerns arise.
- Refrain from using social media to make derogatory, inflammatory or misleading comments about the school, its staff, students or other families.
- Support the school's behaviour, attendance, uniform and safeguarding expectations.
- Model the values and behaviours that we seek to develop in our young people.

As a school, we are committed to listening to and working with parents and carers. We understand that there will be occasions when concerns need to be raised, and we welcome constructive dialogue. However, this must always be conducted respectfully so that issues can be resolved productively and in the best interests of our students.

Unfortunately, there has been a national increase in incidents where schools have experienced unacceptable behaviour towards staff, both in person and online. Whilst such incidents remain rare within our school community, I want to be clear that behaviour which is abusive, threatening, discriminatory, intimidating or defamatory will not be tolerated. Where necessary, the school will take appropriate action to protect the wellbeing and safety of staff, students and visitors.

Our staff work tirelessly on behalf of the young people in our care. They deserve to be treated with the same respect, courtesy and professionalism that they extend to students and families every day.

By working together and adhering to our shared code of conduct, we can continue to provide a positive environment where every student can thrive academically, socially and personally.

Thank you for your ongoing support and for the positive contribution you make to the Colton Hills community.

Yours sincerely,

J. Hunter
Headteacher