



BOWERHAM PRIMARY & NURSERY SCHOOL & BABY UNIT

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Tuesday 22nd September 2026

Dear Parents and Carers,

Children, staff and parents have been exposed to adults using offensive language and aggressive behaviours during drop-off and collection times. Whilst we appreciate that misunderstandings can occur and that emotions can sometimes run high, such behaviour is completely unacceptable and does not reflect the values we seek to promote within our school community.

Children look to the adults around them as role models. Swearing, raised voices, confrontational behaviour, and arguments can and has caused distress to children and created an unsafe atmosphere that is not conducive to their wellbeing. Bowerham is committed to fostering an environment based on respect, kindness, courtesy, and consideration for others, and we expect all members of our community to uphold these standards.

Please be aware that any incidents involving abusive language, threatening behaviour, or aggressive conduct could result in further action being taken in line with the school's '[Parent Code of Conduct](#)' and our duty to ensure the safety and wellbeing of all members of the school community.

We therefore ask all parents and carers to:

- Raise any concerns directly with the school rather than engaging in disagreements with other parents either online or in person.
- Treat one another with respect at all times – both online and in person.
- Use appropriate language and tone whilst on school premises.
- Avoid confrontational situation on the school site – especially in front of children.
- Be mindful of children listening when discussing concerns at home.

Should any parent or carer have a concern or complaint, we encourage them to contact the school office directly and not share in messaging groups or post on social media. This will allow school staff to investigate the matter so that it can be addressed appropriately and professionally.

Whilst staff will aim to deal with a concern on the same day, there may be delays in sharing information due to teaching commitments, planned events and unplanned day-to-day issues.

Bowerham's '[Home School Communication Policy](#)', which is available on our website, states that:

- 'We aim to acknowledge all emails as soon as possible, and to respond in full (or arrange a meeting if appropriate) within five working days. If a query or concern is urgent, and parents

needs a response sooner than this, they should call (family emergencies, safeguarding or welfare issues or serious behaviour concern) the school office.'

- 'We aim to make sure that parents have spoken to the appropriate member of staff within five working days.'

Thank you for your support in helping us maintain a positive, safe, and respectful environment for all our children so they can '*Stand tall, reach high and love learning*'.

Yours faithfully,



Mr R. Smith - Associate Headteacher



Stand tall, reach high, love learning

The Bowerham School community is proud to nurture aspiration,
inspire love for life-long learning and prepare children for a changing
Society.

