



*Grove House Primary School, Myers Lane, Bradford, BD2 4ED*

**Telephone:** (01274) 636921 **Email:** [office@ghps.paymat.org](mailto:office@ghps.paymat.org) **Website:** <https://grovehouseprimary.co.uk>  
**Pennine Academies Yorkshire** <https://paymat.org/>

Friday 3rd October 2025

Dear Parents/Carers,

### **Parent communication and conduct**

As a school we are always looking for ways to improve our communication systems and we value the input of parents and carers in this process.

Recently we have had a number of parents reporting to us that they sometimes find it hard to get to their child's classroom door when dropping off or picking up, as other parents can at times be demanding of the teachers attention and want to talk to them about their individual children on the door.

In the mornings teachers are on the doors to meet and greet the children and welcome them, to ensure the children come into school happily and safely. Teachers then need to be in the classroom promptly to begin teaching and to ensure all children receive the full 32.5 hours of education that all children are entitled to.

In the afternoon, the teacher is responsible for ensuring that all 30 children are collected by an appropriate adult and leave the school site safely. This can be impacted if one or more parents attempt at this point to have a conversation with the teacher about an individual child and could present a safeguarding issue. We understand that there will be occasions when you need to catch up with the teacher and would like to introduce a safer, fairer, and more efficient way of enabling this.

### **Urgent communication - medical or safeguarding**

If you have information that you need to pass on to the class teacher that is of an urgent medical or safeguarding nature, then please either call or go straight to the school office. They can then pass on the information to the relevant staff or arrange an appointment for you to speak with someone that morning if that is more appropriate. Equally, if your child's class teacher, or another member of staff needs to pass on important information to you on the day they will call home before the end of the day to either pass on the information or arrange a meeting to discuss.

### **Academic progress and wellbeing**

Information about your child's academic and social development will be passed on to you once a term, at our two parent consultation evenings and through their end of year report. If your child's class teacher has any concerns before or between these times they will contact you to arrange an appointment. Equally if you have specific concerns around these areas between these consultation times you can phone the office with a brief outline of your concerns and they will make an appointment for you.

### **General minor queries**

If you just have a brief query, for instance to catch up on something that has already been discussed with the teacher, you are welcome to wait until **all** the children have been safely collected and ask the teacher if they have time for a quick chat.





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Teachers do have directed time after school where they will be meeting with other teachers and professionals, so please bear this in mind and where possible make an appointment via the school office so that teachers can arrange it around their professional schedule.

Many of our teachers also have their own children and other family commitments that mean they can't always make an additional meeting after school on the same day, so I would also ask you to please be respectful of their wellbeing and consider this when requesting a meeting.

### **General messages and event information**

A number of parents have also spoken to us about feeling that they sometimes miss the whole school, or class messages about events, trips, visitors etc that are coming up in school. In an attempt to improve this layer of communication, Miss Kosmirak in reception is in the process of introducing the **Class Dojo parent communication app** to both reception classes and we are going to trial this for the rest of this half term. We will then gather feedback from parents of children in these classes and if it is successful we will roll this out across the whole school - so watch this space!

### **The school office**

Our school office is extremely busy. The office staff are amazing, but they are not superhuman and I just really wanted to give them a big shoutout for managing a multitude of enquiries every day, from attendance, school dinners, trips, visitors, contractors, health professionals, finance, HR, baby blackbirds falling from their nest and dogs on the loose in the carpark! They really are brilliant so please be patient and know they will get to you as fast as they can.

### **Parent Conduct**

Unfortunately over the past few weeks we have had some instances of parents acting in an unacceptable way towards a number of different staff in school. This has happened outside classroom doors, in the school office, on the road outside and also when parents have been in to have meetings with staff in the school building.

This feels extremely intimidating when it is experienced by staff as they know they must uphold their professional dignity whilst being placed in a very vulnerable position. Where these instances have happened in front of other children and parents, it can also be very upsetting for them and is totally unacceptable. As a member of the PAYMAT trust, we have a parent code of conduct which articulates the types of behaviour that are unacceptable on school sites and the actions that will be taken if these types of behaviour occur.

This can include a letter of warning initially, and could be followed with a withdrawal of permission to access the school site to the parents involved. We have taken advice from our local police officer who has confirmed that if parents are seen to be intimidating or aggressive in their behaviour on the road outside school, this would be classed as harassment and we would have to call the police to support at this point.





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### **Thank you**

I do want to stress that the vast majority of our parents are extremely supportive and we are very grateful as a school for the all positive communication and support we do get on a daily basis.

I appreciate I have shared a lot of information and if you do want to discuss any of this with me, please do come and see me - I can usually catch me outside in the mornings and after school, or you are very welcome to make an appointment to see me too!

Many thanks for your continued support,

*Alexandr  Summerscales*

*Executive Headteacher*

