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Hannah Rowlands, Headteacher

21<sup>st</sup> March 2025

Dear Parents and Carers

Here at The Dean Academy one of our core values is “respect” – a value that we endeavour to embody and reinforce every day in all of our interactions within our school community. It is with some regret that it has come to my attention that recently a very small minority of parents or carers have chosen to be verbally abusive and/or aggressive towards members of staff, both directly in person and via telephone and email.

Whilst I do appreciate that, at times, situations may seem frustrating, emotions may be running high and you wish to raise concerns, it is not acceptable to behave in a manner that is confrontational or intimidatory towards any member of staff in the school, as outlined in The Athelstan Trust policy [Athelstan-Trust-Violence-and-Aggression-Towards-Staff-Policy.pdf](#), or indeed any member of our school community including other parents or carers, students, governors, or any visitors to our school.

There is a clear process when contacting the school and this needs to be followed; all staff, including all members of the Senior Leadership Team, have teaching on their daily timetable and other meetings scheduled into their calendars. It is not always possible to meet with someone straight away, however, we will always endeavour to return contact at the earliest opportunity.

Can I please ask all parents and carers to ensure that when they come into the school that they are speaking and behaving respectfully to all staff that they come in to contact with. We wish to work together with all members of our community to support all of our students to be safe and happy during their time at The Dean Academy.

May I take this opportunity to offer my thanks to the vast majority of parents and carers that are hugely supportive and communicate with us in a constructive and respectful manner.

Yours sincerely

**Hannah Rowlands**

Headteacher

[HR/TW - conduct-school-210325](#)



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