Mendham Primary School & Nursery

Academy Head – Nicola Jones

Email: head.mendham@consortiumtrust.org.uk

http://www.mendhamprimaryschool.org.uk

Wednesday 21st October 2026

Dear Parents and Carers,

Communication with School Staff: Maintaining Professional Boundaries

We value the positive relationships we have with our families and recognise that effective communication is essential in supporting children's education, wellbeing and development. To ensure communication remains respectful, professional and effective, we ask all parents and carers to observe the following expectations.

All school-related communication should take place through official school channels, including the school office (telephone or email), designated school email addresses, or the Arbor app messaging facility. These channels ensure that queries and concerns are directed appropriately, handled confidentially and recorded in line with school procedures.

Parents and carers should not contact staff through personal social media accounts, private messaging services or other personal communication methods. Using unofficial channels can blur professional boundaries, create expectations of availability outside working hours and make it difficult to ensure concerns are managed appropriately.

Respecting Staff

We kindly ask that parents and carers do not approach staff outside school, or when they are off duty, to discuss school matters. Concerns and discussions should take place through the school so that privacy can be maintained, information can be checked and appropriate action taken.

If you wish to discuss an incident, raise a concern or seek clarification, please contact the school office to arrange a suitable time with the appropriate member of staff.

Interactions with staff on school premises should also be consistently polite, respectful and considerate. Our school is a professional working environment, and all staff members have the right to feel valued, respected and comfortable in their workplace. Comments intended as jokes, sarcastic remarks or swearing can be misinterpreted and cause offence, even when this is not the intention. What one person considers harmless banter may not be received in the same way by another, particularly in a professional setting. Maintaining a culture of mutual respect sets a positive example for our children and helps ensure that our school remains a welcoming and supportive environment for everyone.

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Working Together with Mutual Respect

We understand that parents and carers may sometimes have concerns or questions and want reassurance that these will be listened to and addressed appropriately. Our aim is not to discourage communication, but to ensure that it takes place in a way that is respectful, fair and effective for everyone.

Unless there is a genuine emergency, verbal communication should take place during normal school hours. Parents are welcome to email staff, but should expect responses during working hours only, typically between **8.30am and 4.30pm**.

We thank you for your understanding, cooperation and continued support in helping us maintain a positive, respectful and professional school community.

Yours sincerely,

NJones

Mrs Nicola Jones

Academy Head