



The Crossley Heath School

Head Teacher: Lynnette Cassidy, MBA

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Dear Parents and Carers,

At the start of the academic year, I would like to take the opportunity to share with you our Parent and Carers Code of Conduct which contains guiding principles for you when working with the school.

We value positive engagement with the families of our students and are grateful that our relationships are largely very supportive. We always want to work with you to ensure your child is happy, safe and able to learn effectively in school. Most communications from our parents and carers are civil, proportionate and reasonable. Occasionally, however, staff encounter attitudes or behaviour from parents or carers that we deem inappropriate or unacceptable. I would like to particularly highlight communication which is excessively lengthy, disproportionate in tone or language, or which is disparaging of members of staff, or which is unreasonable in expectations of response time.

All our staff are professional and very busy; many are teaching all day and/or fulfil more than one role in school. They are all working hard for the benefit of our students. While issues will of course arise, and we don't always get everything right, I am sure you will agree that positive and respectful partnerships between school and home are always in the best interest of the children.

We will always take issues and concerns raised by parents and carers very seriously and do our utmost to work with you to resolve them as soon as possible.

Please find the Parent and Carers Code of conduct here [\[https://crossleyheath.org.uk/the-crossley-heath-school-parent-and-visitor-code-of-conduct/\]](https://crossleyheath.org.uk/the-crossley-heath-school-parent-and-visitor-code-of-conduct/)

Thank you for your cooperation and support.

Yours faithfully,

Lynnette Cassidy
Headteacher



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