



Learning Together, Success Forever

Flatts Lane, Calverton, Nottingham, NG14 6JZ
Head Teacher: Miss Stefanie Hanson
Telephone: 0115 965 2472
Email: office@manorpark.notts.sch.uk
Website: www.manorparkcalverton.co.uk

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Dear Parents/Carers,

Our Zero Tolerance Approach to Abuse/Violence

It is unfortunate that I am having to write this letter to you, but I feel that this matter must be reiterated.

At Manor Park Infant School & Nursery, we value the positive relationships forged with our parents, carers and visitors to the school. We wish to work in partnership with parents and carers in order to create the best learning opportunities for their child so that we can reach together for success. We also strive to make our school a place where, as adults, we model the behaviour we teach and expect. Our school values together with good manners, positive communication and mutual respect is of the utmost importance.

Almost all parents, carers and visitors to Manor Park are keen to work with us and are supportive of the school. However, on very rare occasions, the behaviour of a small number of parents/carers falls short of what we expect. This can sometimes manifest itself in aggression or abuse towards members of staff. We will not tolerate any kind of abuse or threatening behaviour towards any member of the Manor Park community, be that a pupil, parent/carer or staff member.

The Public Order Act 1986 defines "disorderly conduct" as: verbal abuse, threatening abusive or insulting words or behaviour or any disorderly behaviour whereby a person is caused alarm, harassment or distress. "Threatening behaviour" is when a person fears that violence, or threat of violence, is likely to be provoked. In a school context this could mean someone shouting at a member of staff, either in person or on the phone; acting aggressively, including using intimidating body language, as well as actual violence. It also covers comments posted on social networking sites or situations where members of staff are approached off school premises.

It is important to us that Manor Park is a safe environment in which we can welcome parents/carers. We want to work with families to create an environment in which children, staff, parents/carers and visitors feel secure.

Thank you for your time and cooperation with this. We look forward to welcoming you into school for the upcoming Christmas festivities.

Kind Regards,

Miss Hanson (Headteacher) and Mrs Castle (Chair of Governors)