



VERULAM SCHOOL

Headteacher: Julie Richardson

Brampton Road
St Albans
Hertfordshire
AL1 4PR
Tel: 01727 766100

www.verulamschool.co.uk
Email: head@verulam.herts.sch.uk

3rd March 2022

Dear Parent / Carer,

As Headteacher of Verulam, I have a duty of care not only to our pupils, but also to our staff.

All members of staff have the right to work without fear of violence, abuse, or harassment. We expect parents and other visitors to behave in a reasonable way towards members of school staff.

As a school, we have a clear policy <https://verulamschool.co.uk/wp-content/uploads/2021/12/Managing-Aggressive-Behaviour-Policy-Dec-2021.pdf> that outlines the steps that will be taken where behaviour is unacceptable.

Types of behaviour that are considered serious, unacceptable and will **not** be tolerated:

- harassment via email, phone or social media – repeatedly emailing using language that is emotive, attacking or offensive;
- shouting at members of the school staff, either in person or over the telephone;
- shouting and aggressive behaviour in front of pupils;
- physically intimidating a member of staff, e.g. standing very close to her/him;
- the use of aggressive hand gestures;
- threatening behaviour – either in person or via email or phone;
- shaking or holding a fist towards another person;
- swearing;
- pushing;
- hitting, e.g. slapping, punching and kicking;
- spitting;
- breaching the school's security procedures.

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Please note that unacceptable behaviour may result in the local authority and the police being informed of the incident.

Verulam School

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In recent weeks, I have become concerned by the communication and conduct of a small minority of parents. If you have a question, concern, query or are upset about something, I ask that you email admin@verulam.herts.sch.uk FAO the member of staff that you require and simply request a call back.

Parents should not be emailing staff to their direct school email addresses or writing lengthy lists of questions/concerns/grievances. Requesting a call back and one sentence detailing what the communication is concerning will suffice. Please note, that as per AAT Policy, we will respond to all letters or emails within three working days.

In addition, I ask that all parents/carers also recognise that the school's social media accounts are for sharing good news/messages with parents, in addition to the letters via Parent Mail and our half termly newsletters. If you have any specific questions, please email admin@verulam.herts.sch.uk rather than posting on social media.

Yours sincerely

Miss J. Richardson

Headteacher

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