

27th January 2023

Dear Parents and Carers,

It has been brought to my attention that some parents have concerns about children and their behaviours within Early Years and have taken their grievances on to social media.

We emphasise at every opportunity we can that we actively promote and operate an open-door policy. If anyone has any concerns regarding their child, then we welcome you to arrange a meeting to speak to the class teacher or Mrs Cross (our Early Years Foundation Leader) at the earliest opportunity. Mrs Cross would then raise these issues with the senior leadership team and, if required, we would talk to the staff and put monitoring procedures or support strategies in place.

We are aware some of your concerns are raised on the door, this is a busy time for staff and they cannot respond at length to you at these points, please phone or e-mail us to arrange a more suitable time and place. We cannot address issues if, like this week, they are raised on social media.

If you are not happy with the outcomes from meeting Mrs Cross or the class teacher then the next stage would be to raise it directly with any member of the senior leadership team at Brookside, including myself.

Children aged 4 and 5 are still learning how to behave and act. It is not unusual for them to find this challenging (especially when interacting with others) but we have much experience supporting issues and when we know about them, we will act. Our experience shows us that through working with children and families in a positive and proactive way we can make incredible progress in children's behaviours. We base all our work on the three very simple Brookside rules:

Be Kind - Be Safe - Be Responsible


We expect this from staff and adults as much as we expect this from children. Social media has never solved an issue for a child in a school. It only makes things worse. We have also been informed by a number of parents of unkind conversations overheard on the Academy grounds. Again, I ask that any concerns or issues you have are raised with staff at the Academy through booking a meeting. I have attached the Street School Agreement that all schools in Street expect everyone to follow.

In the first instance, please book a meeting to share your concerns with the class teacher or Mrs Cross about your child.

Any member of the senior leadership team are happy to meet parents individually on matters where they are concerned about their child – this is to ensure confidentiality.

Thank you for your cooperation with this matter.

Yours sincerely,



Brian Walton