



DARRICK WOOD SCHOOL

RESPECT | RESPONSIBILITY | HONESTY

Friday, 13th February 2026

Dear Parent/Carer

I am writing to kindly remind all families of our [Communications Policy](#) and our Trust's [policy on how we will engage with parents](#), which together set out how we work in partnership with parents/carers to support every child's success.

We are committed to maintaining open, respectful and timely communication. To help us do this effectively, we ask that all enquiries are directed through the appropriate channels, usually via the school office in the first instance, so that they can be passed to the right member of staff. This ensures that your questions or concerns are handled promptly and by the people best placed to help.

Our office staff have on occasions had to experience shouting, swearing and aggression which is completely unacceptable. Our Trust's policy on Parental Engagement outlines the shared expectations we hold for positive, constructive interactions between home and school and also covers how we will respond in rare instances of unacceptable behaviour by parents towards our staff. We value the strong relationships we have with our families, and we ask that all communication, whether in person, by phone or in writing, remains courteous and considerate. Our staff will always respond in the same spirit.

If you do have a concern or wish to raise a complaint, please be assured that we follow a clear, fair and structured process. In most cases, issues can be resolved quickly through an initial conversation with the relevant member of staff. If further steps are needed, our [Complaints Policy](#) explains how matters are reviewed and how we ensure they are addressed thoroughly and appropriately.

Thank you for your continued support and for working with us to maintain a positive and respectful school community. Together, we can ensure that communication remains a strength of our partnership.

Yours sincerely

Dr M J Airey

Head Teacher