



WEST SUSSEX COUNTY COUNCIL

IMBERHORNE SCHOOL

Headteacher: Matthew Whatford

Compassion

Achievement

Respect

Endeavour

*The cornerstones of our
learning community*

11th March 2025

Dear Parents and Carers

As a school, we are committed to working with parents and carers to provide the best possible experience for your children, addressing concerns thoroughly, and building lasting relationships.

We understand that school can sometimes be challenging, provoking emotional responses. We also are very aware that some students will not respond appropriately in every circumstance. They are, after all, children and they will inevitably make mistakes. Nonetheless, we believe that what we call a warm-strict approach to basic rules of behaviour is both necessary for safe running of the school and for students to learn how to succeed. This means we are supportive, but will have high expectations for all students.

We expect staff and all other adults in school to act as good role models, but are aware that, as they are human, they may make mistakes too. Where that happens, we aim to acknowledge it, make amends and improve for the benefit of students and families. We therefore welcome constructive feedback but feel it is only fair that you approach us respectfully.

Unfortunately, there have been some incidents where our staff have been treated with an alarming lack of respect. Consequently, we would like to outline the following expectations for how we work together:

1. **All meetings with staff and leaders must be arranged by phone or email.** We do not believe it is reasonable for anyone to arrive at school demanding a meeting and will seek to arrange one at the earliest convenience when they are requested.
2. **All interactions with staff should be respectful.** Abuse, rudeness, or aggression will not be tolerated, as outlined in our policy 'Dealing with Unacceptable Behaviour Directed towards Members of the School Community' on our website.
3. **Social media should not be used to defame or spread misinformation about the school or its community.** Our definition of community includes staff, students, governors and other parents and carers. All concerns should be raised confidentially through appropriate channels.

We appreciate that spelling these points out is unnecessary for the vast majority of you; we are extremely thankful for the constructive ways in which you continue to work with us. We do, however, need to ensure that this is understood by all, so that we can continue to work together in the best interests of a successful school, staff wellbeing and, most importantly, happy, safe, well-educated children.

Kind regards,

Matthew Whatford, Headteacher
Andy Yule, Chair of Governors

Imberhorne Lane

East Grinstead

West Sussex

RH19 1QY

Tel: 01342 323562

E-Mail: info@imberhorne.co.uk

www.imberhorne.co.uk

