

Chapel Hill Primary School & Nursery

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Assistant Headteacher: Mr C. Roberts

Dear Parents and Carers,

23rd September 2026

I would like to begin by saying how commendably your children have settled into their new routines this term. Their impeccable manners, positive attitudes and exemplary learning behaviours have been a real pleasure to see and are a credit to you, their parents and carers. Thank you for the support you are giving them at home. However, I do need to raise some concerns about the behaviour of a small number of adults within and around our school community. Unfortunately, some of this behaviour is upsetting other parents and, increasingly, is having an adverse impact on staff morale.

Chapel Hill Primary School & Nursery is a Wonderful School. In the two years since we opened, everyone connected with the school has been justly proud of what we have created together. We have a wonderful community, and our children deserve adults to model the same high standards of behaviour, respect and consideration that we expect from them. As we begin our third year, however, we have seen a significant increase in some behaviours that are simply not acceptable.

Parking and Driving Around School

We are experiencing an increasing number of incidents of inconsiderate and potentially dangerous parking and driving around the school. I appreciate that the start and end of the school day can be busy and frustrating, but **the safety of our children must always come first**. Please drive and park considerately, follow the expectations around the school site and remember that there are young children, families and members of staff moving around the area. Please do not allow convenience to override safety.

Class WhatsApp Groups

I recognise that class WhatsApp groups can be extremely helpful. They provide parents with an excellent way of supporting one another and sharing useful information about homework, trips, events and other aspects of school life. However, staff and I are increasingly disappointed to hear that some groups are being used to publicly raise concerns or create alarm about alleged incidents that have not first been discussed with the school or the facts established.

More concerningly, we are now aware of parents privately messaging other parents within these groups to alert them to alleged incidents involving their children. This is not acceptable. If you have a concern about something that has happened in school, please raise it directly with the school immediately. We will always investigate concerns appropriately and establish the facts before conclusions are reached. Sharing unverified information or allegations with other parents can cause unnecessary anxiety, distress and mistrust. It is also unfair to children and staff, when information is circulated before the school has had an opportunity to establish what has actually happened. We will always listen to parents. We will always investigate genuine concerns. But we cannot do this effectively if concerns are discussed widely within the parent community before they are brought to us.

Please Support YOUR School

My plea to the Chapel Hill community is simple: **please support YOUR school and the staff who work in it.**

Our teachers, teaching assistants, office staff, premises team, lunchtime staff and leaders work incredibly hard every day to provide your children with the very best educational experiences. They care deeply about the children in our school and take enormous pride in what we have achieved together.

At a time when schools and nurseries nationally and locally are facing record numbers of staff vacancies, we must recognise the importance of maintaining a positive, respectful and supportive working environment for the people who educate and care for our children. We are fortunate to have an exceptionally committed team at Chapel Hill. Please help us to retain that team by ensuring that our staff feel valued, respected and supported.

Together Let Us Make Chapel Hill's Third Year the Best Year Ever!

Let us ensure that the start of our third year is an opportunity to strengthen our wonderful community, rather than allow a small number of negative behaviours to undermine it.

Thank you to the overwhelming majority of parents and carers who consistently support the school, treat our staff with respect and work with us in the best interests of your children. Your partnership is hugely valued.

Let us continue to make Chapel Hill Primary School & Nursery a school of which we can all be exceptionally proud.

Best wishes & kindest regards,

Mrs S. Jackson
Headteacher



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