



Beam County Primary School
Oval Road North, Dagenham, Essex, RM10 9ED.

29th February 2024

Dear Parent/Carer,

We hope you had a wonderful half-term break filled with joy and precious moments with your loved ones. As we embark on the second half of the Spring term, we extend a warm welcome back to all our families.

Spring 2 brings with it the promise of new beginnings, growth, and continued learning opportunities for our pupils. We're excited to dive into the upcoming weeks with enthusiasm and dedication to providing your children with the best possible educational experience.

We invite you to explore our planning for this half-term to help you stay informed and engaged with what's ahead. You'll find information about your child's learning journey on the school website: <https://www.beamcountyprimaryschool.org/learning-and-teaching/year-group-content/>

As we continue to foster a supportive and respectful community at Beam, we must ensure clarity and transparency regarding our procedures for addressing concerns and complaints. Additionally, we would like to introduce you to our Parent Conduct policy, which outlines expectations for positive and respectful interactions within our school community.

Concerns and Complaints Procedure:

We understand that, from time to time, parents may have concerns or issues they wish to address. Our school is committed to resolving these matters promptly and fairly. Should you have any concerns regarding your child's education, welfare, or any other aspect of school life, we encourage you to follow our concerns and complaints procedure outlined below:

1. In the first instance, please raise your concern with your child's class teacher. They will be happy to discuss your concerns and work with you to find a resolution.
2. If the issue remains unresolved, or if you feel uncomfortable discussing it with the class teacher, please complete a concern form:
<https://forms.office.com/Pages/ResponsePage.aspx?id=noiJDDX00EWYayGZ58m1X41ek1W4jKJNtFFNyAcPDb5UQ0JYUUNTRDhSV1Y0TFNDWFISNjIEQ1ZBNy4u>

Email: office@beam.bardaglea.org.uk, Telephone: 020 8270 4700
beamcountyprimaryschool.org

Headteacher: Miss T A Whittington, NPQH, BA (Hons), PGCE
Chair of Governors: Miss S Ekmecki



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The appropriate member of staff will contact you and listen to your concerns, and work with you to address them.

3. If you remain dissatisfied after following steps 1 and 2, you may escalate your concern to the Headteacher for an informal meeting. The Headteacher will investigate the matter thoroughly and provide you with a formal response.

Parent Conduct Policy:

At Beam, we value respectful and constructive communication between parents, staff, and pupils. Our Parent Conduct policy sets out expectations for behaviour when interacting with school staff, other parents, and pupils. Please see attached.

We kindly ask that all parents familiarise themselves with the following key points:

- Disruptive behaviour which interferes or threatens to interfere with any of the school's operations or activities anywhere on the school premises.
- Any inappropriate behaviour on the school premises.
- Using loud or offensive language or displaying temper.
- Threatening, in any way, a member of school Staff, Visitor, fellow Parent/Carer or Pupil.
- Damaging or destroying school property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community.
- Defamatory, offensive or derogatory comments regarding the school or any of the Pupils/Parents/Staff/Governors at the school on social media sites, or to other Parents to cultivate a negative ethos or bringing the school in disrepute
- The use of physical, verbal or written aggression towards another adult or child.
- Approaching someone else's child to discuss or chastise them because of the actions of this child towards their own child. (such an approach to a child may be seen to be an assault on that child and may have legal consequences)
- Smoking, taking illegal drugs or the consumption of alcohol on school premises.
- Dogs being brought onto the school premises. (other than guide dogs)

Communication with Pupil:

We want to remind all parents that direct communication with pupils should be limited to essential and appropriate interactions supervised by school staff in line with safeguarding best practices. Parents are kindly asked not to approach or engage with other pupils directly - but instead to address any concerns or issues through the appropriate channels outlined in our concerns and complaints procedure.

By working together and upholding these policies and procedures, we can ensure a positive and supportive environment for all members of our school community.

We're grateful for your ongoing partnership and support as we work together to nurture the potential within each and every pupil.

If you have any questions or concerns, please don't hesitate to contact us. Your feedback is invaluable in helping us create a vibrant and enriching school community.

Here's to a successful and fulfilling Spring 2 term ahead!

Warm regards,

Miss Whittington
Headteacher