



Kings Furlong Junior School

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Friday 20th March 2026

Dear Parents and Carers,

I am writing to let you know that Hampshire County Council have recently reviewed their Unacceptable Actions by Parents and Customers policy, and we are sharing this updated guidance with all families so that everyone is aware of the expectations that support a positive and respectful working relationship between home and school. You can find a copy of the policy here <https://kings-furlong-junior.secure-primariesite.net/policies/>

At Kings Furlong Junior School, we place great value on the strong partnerships we have with parents and carers. Working together openly, respectfully, and constructively is essential to securing the very best outcomes for all our children. The updated policy helps us maintain an environment where communication remains productive and where staff, pupils, and families feel safe, respected, and heard.

While the vast majority of our interactions with parents are incredibly positive, there have been occasions where conversations have become challenging. We have experienced situations where voices have been raised or where staff have been spoken to in a sarcastic or disrespectful manner. We understand that concerns about children can be emotional, but as a school we will not tolerate staff being shouted at, belittled, or treated in a way that prevents a calm and constructive discussion from taking place.

Our staff are committed professionals who work tirelessly for our pupils, and they deserve to carry out their roles without fear of aggression or hostility. At the end of the day, we are all here for the same purpose -the children and maintaining respectful communication ensures we can work together effectively to support them.

The reviewed policy outlines what the Local Authority considers unacceptable behaviours and sets out the steps the school may take if such actions occur. Sharing this with you is simply part of being transparent, fair, and consistent. Please be assured that the policy will only ever be used in exceptional circumstances and after careful consideration. Thank you, as always, for your continued support. By working together respectfully, we can make sure that Kings Furlong Junior School remains a safe, welcoming, and positive place for every child and every member of our community.

If you have any questions about the policy or would like to discuss any part of it, please do not hesitate to contact the school office.

Kind regards,

A handwritten signature in black ink, appearing to read 'Amanda Westaway', written over a horizontal line.

Amanda Westaway
Headteacher

Headteacher: Miss A Westaway

Deputy Head: Miss S Dunn