



Matrix Academy Trust

EDUCATION WITHOUT EXCEPTION

LD/DLE/da

18th January 2024

Dear Parents/Carers

Thank you to everyone who continues to support us in making improvements to Bloxwich Academy.

We are receiving many positive comments about how things are progressing. While we still have lots of improvements to make, we thank everyone who is with us on this journey.

However, we do need to make something very clear: we simply do not tolerate abusive or threatening behaviour of any kind.

Already this term, we have had to ban several parents from coming onto school site because of aggressive or threatening behaviour towards our staff. In some cases, we have had to involve police.

Abusive behaviour includes language (whether verbal or written) that may cause staff to feel afraid, threatened or abused. This may include threats, personal verbal abuse, derogatory remarks and rudeness. The use of swear words in written or verbal communication will not be tolerated and these communications will not be responded to.

We understand that people can become angry when they feel that things are not being dealt with as they wish. However, we can assure you that everyone who uses the correct communication channels will be responded to and have their concerns addressed.

If you would like to have a meeting, this needs to be arranged in advance. Please make an appointment through your child's House office. If there is no one there, leave a message and they will get back to you shortly. Alternatively, you can email us at: postbox@bloxwichacademy.co.uk.

Yours sincerely

Ms L Draycott
Chief Executive Officer

