



Dear Parent/Carer,

Across the schools in the Community Schools Alliance Trust (CSAT) we are dedicated to working in close partnership with our families, and welcome and encourage your views on the quality of education. Throughout each academic year leaders within our schools actively gather the views of parents, pupils and staff – the information we collect is used to help inform decisions, recognise what is going particularly well and highlight areas for improvement. The results we collect are also shared with the Governing bodies, Trustees and our school communities as part of our open and honest approach to leading schools.

As a Trust, we are committed to making sure any concerns or questions you have about your child's school are dealt with professionally and efficiently and that you are able to work with key staff to address and resolve any areas of concern. CSAT has a Trust wide policy which staff in each school refer to if/when issues arise. Our preferred way of resolving any issues is to speak openly and honestly with the parent raising the issue as soon as is possible. We have parent rooms for meetings just off both of our school reception areas so that parents can be seen privately and matters dealt with in a confidential manner. It is important that we treat one another in a dignified way in keeping with how we, as adults and role models, expect to see our children behave. We have recently made some changes to our policy in the area of complaints which is referenced here ([Complaints and Concerns Policy](#)). You will see that there is a clear procedure in respect to the school listening to and resolving issues.

On rare occasions our schools are subject to negative press interest which can be challenging. This is especially true when we have unplanned and extensive interest which could potentially detract from our most important priority of care and education of our pupils. The interest can arise for a number of reasons including stories coming from within our school community, as we have seen recently. Based on recent events, I would like to take this opportunity to reiterate that at every point we ask for parents to raise issues directly with senior staff at the school, rather than going to the press or putting things on social media. The head teachers at CSAT schools are dedicated to making sure our schools are reflective in their practice and they have created a culture of openness and understanding that we work at our best when we have strong partnerships with parents.

Parent/carers should be aware that press reports can often have a significant negative impact on the whole community. School staff often spend significant time fielding calls, emails and reporters turing up in Reception which is time taken away from the delivery of a high quality educational experience. In addition, the school and individual staff members can be subjected to vitriolic and highly personal email and social media attacks from people **outside** of the school community. These are not only unpleasant, but distressing and unnecessary. Please consider the impact of going to the press or outside agency upon the whole school community. Our central focus of **strengthening the community** means that all members look out for each other and consider the impact of their actions on others.

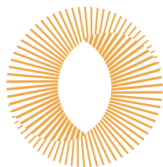
As CEO it is my role to support this partnership and I look forward to seeing you and talking with you at Bayards Hill Primary School or Cheney School in the near future.

Yours sincerely,

Jolie Kirby CEO CSAT

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Community Schools  
Alliance Trust

*Improving Every Learner's  
Life Chances*

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Chair of Trustees - CSAT

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