



Malbank School & Sixth Form College

Rejoice in being the best that we can be.

Expectations of parental conduct 13.5.25

Dear Parent/Carer,

I am writing to speak openly about an important matter that affects our whole school community: parental conduct in interactions with school and the way social media is used to discuss school life and decisions.

Firstly, it is important to clarify that it is totally unacceptable for school staff to be verbally abused or threatened on the phone or via email as does occasionally happen. Our staff are dedicated professionals who work incredibly hard for your children, and they deserve to be treated with respect and dignity. It is only right and proper that you, as parents and carers, hold our professional conduct to a high standard—expecting measured, fair and reasonable responses from us to any concerns or situations that arise. But the same principle must apply in return. There can simply never be a place for threats of violence, repeated foul language, or behaviour intended to intimidate. This does not reflect the values we strive to instil in our students, and it has no place in a school community.

Secondly, it is both disappointing and concerning to see that, on occasion, some parents choose to share mistruths or defamatory information online. While I fully respect every parent's right to voice concerns, I urge all of us to reflect on the impact that social media posts—particularly those that are negative or speculative—can have on the culture we are trying to build together. When harmful narratives are circulated online, it does little to strengthen the relationship between home and school, which should always be rooted in mutual respect and collaboration.

More worryingly, these narratives can embolden inappropriate behaviour among students. When young people see adults behaving divisively, blindly trusting and believing their child regardless of evidence to the contrary or attacking the school publicly, they may interpret that as support for defiance or disrespect, which undermines our shared efforts to help them grow into kind, respectful and responsible individuals.


We are not alone in facing these challenges. Nationally—and certainly across Cheshire East—schools have seen a significant rise in the last two years in both excessive and aggressive parental behaviour. Inappropriate language on the phone and in emails, and even the defamation of school staff, has sadly become more commonplace. More than anything, this is just very sad. It reflects a wider societal issue: a breakdown in trust, which underpins the smooth running of the systems we all rely on. The police are routinely abused and recorded while simply doing their jobs, doctors and NHS workers are regularly challenged and criticised, with their professional views increasingly dismissed—and education is no different.

I made a personal decision some time ago never to read online comments made about me. It is not because I don't care, but because in a world where schools are rightly asked to prioritise the mental

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health and wellbeing of students—making sure they feel safe, supported, and nurtured—it's difficult to reconcile that with the lack of truth, offensive tone and often deeply personal nature of some of the things said by adults online about me and my school. The wellbeing of school staff matters too, and kindness and professionalism should guide all our interactions.

I also want to be clear that I fully accept schools are not perfect—we do sometimes get things wrong. At times, our communication could be better, and I welcome constructive feedback when it helps us improve. But please know this: in *everything* we do, we try our very best to be the best we can be, and to provide the highest level of care and support for our young people—both academically and pastorally.

True success in school can only be achieved through a three-way partnership built on trust and mutual respect: between home, school and the student. I want to place on record my sincere thanks to the 99% of parents who give us this trust and support unconditionally every single day. It does not go unnoticed, and it is deeply appreciated. We remain fully committed to doing everything we can to give your child the best possible education and school experience.

For your reference, I have attached our Parental Expectations Policy, as well as the CEASH (Cheshire East Association of Secondary Heads) Parents' Charter, which all local secondary schools have signed up to in recognition of the importance of this issue.


While it is something we would always seek to avoid, the policy also outlines the steps a school can take when parental behaviour is deemed inappropriate or unreasonable. These steps vary depending on the circumstances and may include limiting communication channels, pausing engagement until behaviour improves, or in rare cases, involving external agencies such as the police. These measures are never taken lightly and only ever used when all other avenues of constructive dialogue have been exhausted. Our preference is always to work together positively and respectfully, as this sets the right example for our children and strengthens the community we are all part of.

Thank you once again for your continued support. We look forward to working with you, as always, in partnership—ensuring your child is safe, happy, and thriving at school.


Warm regards,

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