



The Shared Learning Trust

THE VALE
ACADEMY

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May 21st 2018

Dear Parents/Carers,

Re: Royal Wedding Party – 18th May 2018

It is with great disappointment and regret that I find myself writing this letter.

As you are aware, we decided to hold a "Street Party" for the children on Friday to celebrate the royal wedding. As a school, we feel very strongly that celebratory historical events within our country are recognised and we enjoy giving family members and the wider community the opportunity to share something special with the school.

An enormous amount of additional hard work by all staff is needed to enable such moments to happen which is all undertaken with the greatest pride and dedication to the pupils in our care.

It is, therefore, upsetting that we have received complaints with regard to the logistics of the event, which are abusive; the staff and myself are shocked that parents/carers feel they can attack us with foul language and such nastiness.

The children had a fantastic afternoon; having made crowns, they enjoyed a lovely picnic accompanied by music. We created a real party atmosphere for the children, which they really enjoyed. We arranged for an ice-cream van to attend to add to the festivities. We admit that we did not check the price of an ice-cream but it was an outside company with their own prices.

Whenever we hold events like this, we evaluate and accept areas of improvement can always be found. We are more than willing to listen to and accept constructive criticism but I cannot tolerate the abuse that we have received. If you have any reason to complain, please address your issues in writing (if using email please use a valid email address that we can reply to and/or include a valid telephone number) or telephone the office in a civil manner. The staff are not to be subjected to shouting, abused in anyway or subjected to foul language (written or verbal) and we will not respond to such behaviour.

We know we provided a lovely afternoon for the children on Friday and understand the frustrations with prices and queues, which some of you have addressed. We will review our planning to try to avoid such complications in the future.

Yours sincerely

Mrs Hoof

Head of School



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