

19 May 2021

Dear Parent/Carer

Once again, thank you for your support during this academic year. It is, without doubt, owing to your efforts that your child has managed to navigate the restrictions of the COVID-19 pandemic which have been imposed upon us all.

I wanted to write to you to clarify a couple of points relating to communication with the Academy. It has been brought to our attention, by a small number of parents, that there have been some instances of inappropriate and bullying type behaviour both on social media platforms and in person by a minority of our students. Whilst, within the Academy, we are able to deal with these situations by offering a balance of advice, guidance and sanctions, we need your support to ensure a swift resolution to any instances of these types of behaviours when they occur outside of the Academy day. Where appropriate any incident of malice or inappropriate behaviour outside of the Academy or on social media should be reported to the police using the following link.

<https://www.dorset.police.uk/help-advice-crime-prevention/safety-in-your-community/ssct>

Bearing this in mind, could we please ask that you speak with your child about being the best version of themselves and to not get involved in any inappropriate group chats on social media. Please report any instances of unkindness immediately to your child's Head of House or Tutor.

With regard to incidents that occur within the Academy day, we will always investigate any claims of bullying and will ensure we record it. However, we need to be made aware of it in the first place. We have a Pastoral Hub, where any reports can be made or students can speak to any of the staff on duty in their Zones. It would also be good practice to check your child's electronic devices on a regular basis.

I appreciate that it can be frustrating if you feel that your child is on the receiving end of these behaviours. However, it is never appropriate for you to call the Academy and be abusive or rude to any member of staff. Can I remind you that we record all calls in and out of the Academy for training and monitoring purposes. We will not hesitate to use these recordings, as evidence, if any threats are made to Academy staff. Furthermore, please can I ask that you do not use social media platforms such as 'Facebook' to discuss opinions of other people's children or vent thoughts on the Academy's actions.

The Bourne Academy is clear about the difference between a concern and a complaint. We will always take informal concerns seriously at the earliest stage as this will likely reduce the number that develop into formal complaints. Concerns ought to be handled, if at all possible, without the need for formal procedures. In most cases staff will always try to resolve issues on the spot, including apologising where necessary, and our Complaints & Appeals Policy is available on our website and explains how you can raise a concern in the most appropriate way.

**Principal: Mr Mark Avoth**

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I hope this clarifies our communication procedures but also reassures you that we care about what you think. Each day the Academy makes many decisions and tries hard to do the best for all. Your comments - either positive or negative - are helpful for future planning and we welcome them.

Yours sincerely,

Mr M Avoth,  
Principal

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