



wildernschool

C. Oakley BA Hons PGCE NPQH Headteacher

Wildern Lane
Hedge End
Southampton SO30 4EJ
T: (01489) 783473
E: wildern@wildern.org

S. Mann CEO

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Dear Parents/Carers,

We believe that the best outcomes for our students, your children, are achieved when school and home work closely together in partnership, through open and respectful communication. Whether we are sharing successes, addressing concerns, or navigating challenges, timely and constructive dialogue is key. While this partnership is often strong and effective, it is not always without its difficulties.

At times, misunderstandings or frustrations can arise. For example, school policies around behaviour or attendance, or how we allocate limited resources to support all our students, can be complex or feel restrictive. We also understand that, at times, you may feel we haven't met expectations and we welcome honest feedback when that is the case.

This year has started very positively. It's been a pleasure to see so many of you attend events, meet the team, and engage in thoughtful conversations about school life. The vast majority of our interactions with parents and carers are constructive and appreciated.

However, we must address a growing concern. A small minority of interactions with staff, particularly when discussing student behaviour, routines, or expectations, have become unacceptable. Staff members have experienced instances of shouting, swearing, and even threats, via email, phone, social media, or in person. This must stop. No matter how frustrating a situation may be, aggression or hostility is not acceptable and does not support a productive outcome.

We ask everyone to remember that we are all role models for our young people, especially when communicating online. Social media posts made in anger or without full understanding can quickly spread misinformation and damage the respectful relationships we work so hard to build.

Our staff, from reception to classroom teachers, work incredibly hard to provide a rich, engaging education for all students, including offering clubs, trips, and other co-curricular opportunities. They do this because they care deeply about your children and their success. In return, it is vital that they feel respected and supported by the wider school community.

To help improve communication further, we have linked:

- **A contact flowchart to guide you on who to speak to regarding various concerns.**
- **An information sheet outlining the best ways to get in touch with the school.**

We know that many of you reading this will be surprised, as our relationship with you is positive, open, and respectful. This message is intended as a reminder and a safeguard—to ensure that we can continue to attract and retain excellent staff, who are central to providing the quality education your children deserve.

If you would like to become more involved in the school community, Miss Jones (Deputy Headteacher) is leading a parent-driven community group to strengthen the connection between home and school. Please get in touch using wildern@wildern.org if you would like to join.

Finally, a reminder to all parents, especially those who are new to our school:

- **Do not enter the school site to collect your child during or at the end of the day.**
- **Please call Reception if you need to collect your child, or go to the Student Hub if you've been contacted.**
- **Appointments are required to meet with staff. Please do not arrive at Reception without one.**

Thank you for your ongoing support and understanding. We appreciate your partnership and your commitment to making our school the best it can be, for every child, every day.

[Contacting the right person guidance](#)

[Guidance for Parental Communication with Wildern](#)

Yours sincerely.

Mrs C Oakley
Headteacher

