



Bonneygrove Primary School

Executive Headteacher: Mr Craig Hamilton BEd (Hons.), NPQH

Bonneygrove Primary School and Millbrook Primary School Federation

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Dear Parents and Carers

Re: Managing Incidents in School

At Bonneygrove Primary School, we are committed to providing a safe, kind, and supportive environment where every pupil can learn and thrive. We understand that, occasionally, children may experience difficulties getting along with one another, and at times they may make some choices that are less than acceptable, this is a natural part of social development.

Please be assured that when incidents occur between pupils, the school staff will take full responsibility for investigating and resolving these matters in a fair and appropriate manner. Our experienced team follows clear procedures to ensure that all children involved are supported and that any issues are addressed promptly and sensitively, and parents/carers will be advised by the class teacher, Year Group Leader or a member of the Senior Leadership Team.

I kindly ask that parents/carers do not approach other families directly to discuss incidents involving their child or children. Such conversations can sometimes escalate tensions and complicate the resolution process. Instead, I encourage you to contact the school directly so that we can work with all parties involved and maintain a positive, respectful school community. Please also remember that this is my staffs place of work – and therefore, I ask that you are respectful towards them.

If you have any concerns or require further information about how we manage pupil relationships and behaviour, please do not hesitate to get in touch with me.

Thank you for your support and understanding.

Yours sincerely

Mr Craig Hamilton
Executive Headteacher
Bonneygrove and Millbrook Primary Federation