

Test Case 3 - Received Parent Science Homework Concern

What concerns you about this communication?

I need to make sure that when I respond, I respond in a way that prevents any further escalation.

I need to understand what the parent is asking us to respond to.

Communication received

Year 10 English - An Inspector Calls: Responsibility

I want to be clear that this is a low-level incident, just to get that out of the way.

I am concerned about the clarity and consistency of recent communication from a member of staff regarding the pupil's Science homework.

I have attached two emails from 25 February. At 11:50, the member of staff issued a praise point stating: "Science homework, completed, good job." At 12:07, an R0 was issued stating: "Science homework not attempted/completed or to any good standard/effort," with the reason recorded as "No homework - KS4/KS5."

Now consider the above alongside today's emails and sanctions, which I have also attached; the communication appears inconsistent and unsupported by clear evidence.

More broadly, the correspondence lacks clarity about the specific concern and the steps expected to address it. If the objective is improvement and accountability, the communication should clearly state the issue, define the required standard, and outline the next steps.

At present, that is not happening. What I am getting is emotional, rushed gobbledegook. It's a waste of my time, writing this email is a waste of my time.

I would ask that this be fixed.

Regards,

Parent

