



The Gordon Schools  
Huntly  
Aberdeenshire  
AB54 4SE

Tel: 01466 792181  
[gordonschools.aca@aberdeenshire.gov.uk](mailto:gordonschools.aca@aberdeenshire.gov.uk)  
[www.gordonschools.aberdeenshire.sch.uk](http://www.gordonschools.aberdeenshire.sch.uk)

18 November 2020

Dear Parent/Carer,

### **Positive Communication with The Gordon Schools**

We do understand, that for many varied reasons, you may need or wish to speak to a Colleague at The Gordon Schools. In recent days the volume of calls to our Office Colleagues in particular, has understandably increased. The majority of calls we receive are polite, positive in tone and, even if phoning to pass on dissatisfaction, are conducted in a respectful manner.

I am extremely disappointed, however, to report that a growing minority of calls received in our Office have been hostile and aggressive in nature. Aberdeenshire Council have a zero-tolerance policy around aggressive communications; everyone has the right to a safe and healthy working life. If Colleagues are not being treated respectfully on the phone, they will request that the caller changes their manner and if this does not happen immediately, the call will be ended.

TGS does value the positive communication and support which we receive on a regular basis and we would like this to be re-established as the norm for all families. Thank you in advance for your cooperation with this. Particularly during the current pandemic, having good health and wellbeing is important for all in our community.

Take care, stay safe and best wishes,

Phil Gaiter  
Rector