

Viking Academy Trust

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Chilton Primary School
Chilton Lane
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Dear Viking Families,

Welcome back to Term 2 – a seven-week term that begins with fireworks displays, culminates in Christmas festivities and is jam packed in-between with fun and meaningful learning activities for the children.

Chilton, RAPS and Upton are proud to have positive reputations within the local community. This is something we do not take for granted and we pride ourselves on ensuring we deliver a ‘first-class education for every child’. Our ‘One Childhood One Chance’ philosophy resonates throughout our school corridors, with children and staff tasked with bringing the vision statement to life in all that they do.

'One Childhood One Chance' The amount of time children spend in education is finite. We have a responsibility to ensure that every moment a child is in a VIKING school, must be spent productively. Once wasted, it is gone forever and cannot be given back.

The key to our success is undoubtedly the quality of staff we have working across our Viking schools. For our children to truly excel in our care, we must ensure the relationship between families and school staff is built on trust and respect.

Sadly, as with our colleagues working in other public sector services (Hospitals, GP and Dental surgeries), we have seen an increase in rude and aggressive incidents directed towards our staff, with a growing number of parents choosing to air their views on social media instead of speaking to the school directly. The Viking Academy Trust has a ‘Zero Tolerance’ approach to abuse and will not tolerate rude or aggressive behaviour from any member of the Viking community. We may not always get it right, but I can assure you, we would never intentionally get it wrong – that would be plain stupid, and my staff are anything but!

I am however realistic and appreciate ‘home and school’ may not always agree. Be assured every decision made is taken in the best interest of the children in our care. If your child comes home from school unhappy or at odds with an event that has taken place across the day, speaking with the school office and your child’s teacher would always be the first course of action; or talking to one of the staff on the school gate at the beginning and end of the day. The matter will be dealt with by the most appropriate member of staff, however, if, on the rare occasion you do not feel your question or concern has been dealt with



‘One Childhood, One Chance’



Chilton Primary School, Ramsgate Arts Primary School and Upton Junior School are operated by Viking Academy Trust which is a charitable company limited by guarantee and registered in England and Wales with company number 09449979. The Registered Office is at Chilton Primary School, Chilton Lane, Ramsgate, Kent, CT11 0LQ. Viking Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

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successfully by the school, we do have a '[Complaint Form](#)' which will escalate your issue to a member of the leadership team within the school or trust. (Conversely, there is also a '[Praise Form](#)' parents and families can complete to share positive feedback with staff!)

Please click [here](#) to read Viking's Parent Code of Conduct.

May I take this opportunity to thank you for the overwhelming support and appreciation shown to our school teams on a daily basis. Together, working in partnership with you, we can build upon the positive start to this academic year.

Yours sincerely

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