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18th March 2020

Dear Parents/Carers,

Safe and responsible social media use

We have noted in recent weeks an increased number of incidents where parents/carers have used social media, Facebook, Whats App, or chat groups etc to complain about specific pupils/and or the school.

I am sure that we all want our pupils to grow into respectful young people, who understand how to settle differences in a respectful and constructive manner, both on and offline. Our Code of Conduct, Social Media Policy and ICT Acceptable Use Agreements set clear expectations for pupils and parents/carers about such behaviours. These are clear expectations and guidelines to abide by so that you, as adults, can help model safe, responsible and appropriate social media use and behaviours for our pupils and to one another.

There may be times where, as a parent/carer, you don't agree with something the school is doing, or where you may have specific concerns. We welcome the opportunity to address any concerns you may have in a mutually respectful, professional and open manner. Airing complaints or negative opinions on social media doesn't allow the school to address the issue. Staff are unable to respond to WhatsApp or Facebook comments etc as we are bound by professional standards and expectations, such as confidentiality.

The most appropriate way to raise concerns is directly with the school, in line with our complaints procedure. I therefore respectfully request again that any such concerns are raised in the appropriate manner and not on social media. If you have any concerns, please call the school office to speak/meet with a member of staff. Relevant school policies are available on the school web site and a paper copy is also available on request from the school office.

In the current climate, please may I also remind you of the, 'Be Kind' initiative. Many of our pupils focused on this as part of our recent Internet Safety Day.

In these challenging times, please let's help one another and work together to support our children and the community, in an open, fair and respectful environment.

Thank you for your support,

Yours sincerely,

Mrs L Hackfath
Head Teacher