

Myrtle Park Primary School
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Headteacher: Mrs Sarah Crowther

Monday 1st July 2019

Dear Parents/Carers

Firstly, I would like to apologise for the direct nature of this letter, but I feel that school needs to address the following issue quickly.

It has been brought to my attention that it is increasingly common that comments about school are being posted on social media, Facebook groups and Facebook/What's App chat groups.

Some of these posts relate to:

- Complaints about individual members of staff or school
- Inappropriate comments about members of staff, parents and governors
- Drawing attention to behaviours of individual children

We take concerns/complaints from parents seriously and will try to resolve them as best we can. Comments, concerns or complaints posted on social media cannot be addressed by the school in a constructive manner. If you have a concern or complaint, you should raise it directly with the school in line with our Complaints Procedure which can be found in the Policies section of our website.

The school has a robust Behaviour Policy. Our staff work hard to ensure it is applied consistently while pupils are in school. If you are aware of a behaviour incident, please make an appointment to speak to the appropriate member of staff directly. Discussing behaviour incidents online does not help the school address the issue. It may also prevent the school from conducting a full and fair investigation, or present a safeguarding concern for any parents or pupils named in the incident. A copy of our Behaviour Policy is available on our website.

I would like to politely remind parents that sometimes issues cannot be addressed immediately due to teaching commitments, staff absence or absence due to training/other school commitments.

If parents continue to make inappropriate comments, complain about staff/the school in this way, the school may take further action. The school will seek legal advice if we believe any comments about the school, or individual members of staff, to be defamatory, indecent or threatening.

At Myrtle Park we believe it is important for our pupils to learn how to treat others with respect, including when they are online. Parents have an important role to play in modelling this for their children. I ask parents to kindly refrain from using inappropriate language, or from speaking about staff, parents, pupils and governors in a way that is rude, intimidating or threatening. We expect all members of our community to treat each other with respect.

I appreciate your support with this matter.

Yours sincerely

Mrs Sarah Crowther
Headteacher

