



7th March 2025

Dear Parents/Carers,

At St John's we value the active involvement of our parent community and recognise the importance of open communication. To ensure that concerns are addressed effectively and in a manner that fosters constructive dialogue, we kindly request that all issues are raised through the appropriate channels rather than on a social media platform.

We know that social media is an important way for many in our community to share their day-to-day lives and special events with others. However, we ask that parents/carers think carefully before posting things on social media regarding our school community.

It has recently come to our attention that some of our parents/carers have used social media, through a private Facebook group to:

- Complain about the school
- Make inappropriate comments about members of staff, or other parents/carers or pupils
- Draw attention to behaviour incidents

In line with our Code of Conduct, we expect parents/carers to model safe, responsible and appropriate social media use for our pupils. This includes voicing opinions about the school in a way that respects the hard work, dedication and professionalism of our staff, and speaking to or about other parents/carers and children in a way that is respectful and appropriate.

Addressing and voicing concerns via social media can lead to misunderstanding and does not provide the structured environment needed for a thorough resolution. 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 your feedback, and the opportunity to address any concerns you may have.

Our school has established clear procedures to handle complaints, aiming to resolve them promptly and fairly. We encourage parents to follow these steps:

1. Initial Discussion with Relevant Staff.

If you have a concern about your child's experiences, begin by discussing it with the class teacher. They are best positioned to address specific academic or behavioural issues. This may involve further discussions with our SENCO and/or our Pastoral Lead.

2. Engagement with School Leadership

If the issue remains unresolved after speaking with the class teacher, please contact the school's leadership team. The Assistant Headteacher, Deputy Headteacher or Headteacher can provide further support and intervention if necessary.

We take complaints and concerns from parents/carers seriously and will try to resolve them as best we can. In order for us to do this, parents/carers need to follow our complaints procedure and raise any concerns by contacting the school directly. Details of this procedure are available on our school website.

By utilising these channels, we can work together to address concerns in a manner that respects the interest of all involved and maintains the integrity of our school community. Comments, concerns or complaints posted on social media can't be addressed by the school in a constructive manner.

We also ask that, if you become aware of a behaviour incident, or have any concerns about the behaviour of groups of pupils or specific pupils, you please raise these with the school directly. Posting about incidents or behaviour concerns on social media limits the school's ability to conduct a full and fair investigation.

We appreciate your help in providing a supportive, respectful environment for all of our pupils, parents/carers and staff.

Thank you for your understanding and cooperation.

Yours sincerely,



Mrs J Bamfield
Headteacher



Mr J Medlin
Chair of Governors