

20 June 2019

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 to:

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

At Millom School, we believe that we are a strong community of student and adult learners based on mutual respect, empathy and personal integrity. This means that we want our pupils to grow into respectful young people, who understand how to settle differences in a respectful and constructive manner, both online and offline.

Our ICT Acceptable Use agreements and School Behaviour Policy set clear expectations for pupils and parents about online conduct.

We expect parents to abide by these guidelines so that you can help us 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 and children in a way that is respectful and appropriate.

Complaints and concerns

There may be times where, as a parent, you do not 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.

The most appropriate way to raise concerns is directly with the school, in line with our complaints procedure. Airing complaints or negative opinions on social media does not help the school to address the issue in the most constructive way.

You can call the school and speak to a member of staff, or book an appointment to speak with the headteacher or another member of staff face-to-face.

Behaviour incidents

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 either in school or travelling to or from the premises, 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 and staff.

Yours faithfully



M D Savidge
Headteacher