

# Oaklands Junior School

Headteacher - Mrs H West

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15<sup>th</sup> July 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 or private Facebook or chat groups to:

- Complain about individual members of staff
- Complain about the school
- Make inappropriate comments about members of staff

At Oaklands Junior School, 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 policies 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 children. 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 always 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 Mrs. West or another member of staff face-to-face.

Yours sincerely,

Mrs. H. West  
Headteacher

Mrs. C. Kieran  
Chair of Governors

**Behavior policy**

<https://oaklandsjunior-school.org.uk/wp-content/uploads/2019/11/Behaviour-Policy-September-2019-002.pdf>

**E-safety policy**

<https://oaklandsjunior-school.org.uk/wp-content/uploads/2019/05/E-Safety-Policy-June-2018.pdf>

**Complaints' procedure**

<https://oaklandsjunior-school.org.uk/wp-content/uploads/2020/04/CLT-P2-Complaints-Policy-Model-Policy-Trustees-Approved-04-02-2020-LGB.pdf>