

# Lickey Hills Primary School & Nursery

*dream together • believe together • achieve together*



10.10.2019

Dear Parents/Carers,

It has recently come to our attention that some parents have used social media and/or private Facebook or chat groups to:

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

Our staff are committed, dedicated professionals who deserve to be treated with respect.

If you have a concern or complaint about a member of staff, you should raise it directly with the school, in line with our complaints procedure. Comments, concerns or complaints posted on social media cannot be addressed by the school in a constructive manner. A copy of our complaints procedure is available on our website, or you can request one from the school office. We take complaints and concerns from parents seriously, and will try to resolve them as best we can.

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

If you continue to make inappropriate comments, complain about staff/the school in this way, the school or individual staff are within their rights to take further action. We will seek legal advice if we believe any comments about the school, or individual members of staff, to be defamatory, indecent or threatening. We will involve the police if we believe comments or behaviour are threatening or discriminatory. I may also consult with the governing board about banning you from the school site.

If you would like to discuss this further, please call the school office to make an appointment.

Yours sincerely,

Miss A.L. Salisbury  
Headteacher

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**Headteacher** Miss Amanda Salisbury, B.Ed(Hons), NPQH

