8.12.20

Dear Parents/Carers,

Safe and responsible social media use

I have been informed by parents and members of the community that social media has recently been used to:

- ›Complain about the school
- ›Make inappropriate comments about members of staff, other parents or pupils

At Moorhill we work hard, as we know you also do, to help children understand how to be respectful and the impact positive and negative behaviours have on others. Alongside this, children learn about appropriate online behaviour and how we all have a responsibility to be respectful online as well as in face to face conversations.

At Moorhill, 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 and internet acceptable use agreements set clear expectations for pupils and parents about online conduct.

We expect parents and relatives 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 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.

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 doesn't help the school to address the issue in the most constructive way. Airing complaints through social media, naming the school, staff or individual children could be regarded as defamation under the 2013 Defamation Act.

The best way to raise any concerns is to speak with us, so that we can work together to resolve any issues. 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.

You may also wish to refer to school policies, including our Behaviour, Anti-Bullying and Complaints policies which can be found on our school website www.moorhill.staffs.sch.uk

Posting about other parents and pupils

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 think carefully before posting things on social media that contain the names or images of other parents and children.

The school has a responsibility to keep pupils safe online, and posting information about children other than your own (including pictures or videos), without the consent of their parents, can present a safeguarding concern.

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, 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.

Sincerely,

Mrs S Sindrey

Head teacher