

# ST. JOHN'S CATHOLIC PRIMARY SCHOOL



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Chair of Governors: *Dr J McNeill*

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**Monday September 28<sup>th</sup> 2026**

Dear Parents and Carers,

## Working Together as a School Community

I am writing to remind all parents and carers of the importance of maintaining positive, respectful and constructive relationships between home and school.

We recognise that from time to time parents and carers may have questions, concerns or frustrations. We genuinely want to hear these and encourage you to raise them directly with the school so that we can listen, understand and work together to resolve matters appropriately.

As the Board of the school, we would, however, respectfully remind families that concerns, complaints, allegations or criticisms relating to the school, individual members of staff or other members of our school community should not be shared publicly on social media or in online groups.

Social media can quickly amplify comments and, without the full context or opportunity for those involved to respond, this can cause unnecessary upset and damage the positive relationships that are so important to our school community.

Our Social Media/Acceptable Use Policy and Complaints Policy set out the appropriate channels for raising concerns. We ask that parents and carers use these channels rather than discussing individual matters publicly online.

This is not about preventing parents from expressing their views. It is about ensuring that concerns are dealt with fairly, respectfully, confidentially and through the appropriate process.

Our staff work incredibly hard for the children and families in our school and deserve to be treated with courtesy and respect. Equally, every parent and carer should feel confident that their concerns will be listened to. Ultimately, we all share the same priority: the happiness, safety, wellbeing and success of our children. Strong partnerships between school and families are essential to achieving this.

Thank you for your continued support and for helping us maintain a positive, respectful and welcoming school community.

Yours sincerely,

**Dr J McNeill (Chair of Governors on behalf of the full Board of Governors).**

