



# NEW SWANNINGTON PRIMARY SCHOOL

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Headteacher: Mrs Judy Ramsell

12 December 2022

Dear parent/carer

## **SOCIAL MEDIA**

At New Swannington we strive to work in partnership with all our parents and carers and the wider school community to ensure the best outcomes for all our pupils.

There will be times when concerns and complaints need to be raised and discussed. In order to ensure this is done with fairness and transparency we have a robust Complaints Policy which is approved and supported by our governing body. This can be found on our school website or a hard copy can be requested from the school office. We take complaints and concerns from parents seriously, and will try to resolve them as best we can.

In order to do this, parents need to follow our complaints procedure, and raise any concerns by contacting the school directly.

Comments, concerns or complaints posted on social media cannot be addressed by the school in a constructive manner, therefore I politely request any concerns or complaints are not posted on the school Facebook page.

Mrs Johnson and I are at the school gate every morning from 7.30am when the Breakfast Club begins and at the end of the school day from 3.00pm. This provides an ideal time for a chat to discuss concerns in the first instance. Mrs Heathcote, who supports the emotional and well-being needs of our pupils, is also available from 8.30am and at the end of the school day to speak to parents and carers. The class teachers bring their classes out at the end of the school day, providing another opportunity to discuss any initial concerns.

Thank you for your continued support.

Kind regards

Judy Ramsell  
Headteacher

