



Coleham Primary School

For every child, an Excellent Education

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Headteacher: Ms C Jones

Friday 7th December

Dear Parents/Carers,

At Coleham, we pride ourselves on having an open door policy. We will always encourage parents and carers to come directly to us should they have any questions or concerns relating to their child's education, an incident which has occurred in school or any other relevant matters. Everyone at Coleham wants to ensure all parental concerns are resolved quickly and confidentially.

We would politely request that parents refrain from opening up debates and relaying information regarding school incidents and naming other children and families on social media or within class group apps. As a school, we will respond to any questions or concerns you may have and fully investigate any issues on your behalf. It becomes very difficult to investigate concerns and ascertain the facts, if information has been shared with other parents and, sometimes, other children before we have had a chance to talk with them. Clearly such discussions about other people's children can cause upset to families and this escalates any matter that is being dealt with by school.

As you know, the power of the internet means that posts are permanent and can become widespread very quickly, with the potential for long lasting reputational effects for our school. It can take years of care and hard work to build up a school's reputation which could become damaged overnight. Therefore, I urge everyone in our school community to support the school's approach to e-Safety and not post, upload or add any text (including the school name or children's names), images or videos that could upset, offend or threaten the safety of any member of the school community.

Behaviour issues in school are dealt with confidentially by the relevant staff and we ensure that the children are also respectful and refrain from unnecessary accusations and discussions after the event, so they are able to move forward positively. We hope that parents support our Behaviour Policy by doing the same. We politely ask that you respect these social media boundaries, to protect the school's good reputation and to allow us time to gather information fairly and have a complete picture in order to do the best for all of our children in school.

Close working relationships with parents and carers are extremely important to us and we very much look forward to continued positive communications and open dialogue between us. Therefore, if you have a query or a concern, please talk to your child's class teacher in the first instance. The best time to have a chat is after school, as all class teachers are out on the playground dismissing the children. Alternatively, please ring the school office to make an appointment.

Each phase has a phase leader, a member of staff who forms part of our Senior Leadership Team. You may contact the relevant phase leader if you believe that your concern is serious and cannot be dealt with by

the class teacher. Please contact phase leaders by making an appointment at the school office. A list of the phase leaders is given below for your information.

Phase Leaders

- Mrs Rowley, EYFS Leader
- Mr Larkham, Acting Deputy Headteacher and KS 1 Leader
- Mrs Brazier, Years 3 and 4 Leader and Deputy Head teacher (Mrs Brazier is off school currently, so please contact Mr Larkham or Ms Jones in her absence)
- Mr Edwards, Years 5 and 6 Leader

If you are still unhappy, then you can contact the school office to make an appointment to come in and see me. I find that face-to-face conversations are much more effective to resolve matters.

I am sorry about the content of this letter but it is an important message I needed to convey.

Yours sincerely,



Ms Claire Jones
Headteacher