

ST. ANNE'S CATHOLIC PRIMARY SCHOOL

FREE PRAE ROAD, CHERTSEY, SURREY KT16 8ET

Tel: 01932 562251 / 562366

e-mail: office@stannes-chertsey.surrey.sch.uk

www.stannescps.eschools.co.uk

Leanne M Harris B.A. (Hons)

Headteacher



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Dear Parents / Carers,

Many of you are members of WhatsApp or other social media groups that connect parents in a particular class. Ideally these group chats are useful places to share information about your child's class, for example receiving updates and reminders from each other about specific school events and trips. Most of the time these group chats can be a great resource but as with many things in life, there are times when someone in a group might say something unsuitable for this type of forum.

In order to prevent any miscommunication, can I please take this opportunity to remind everyone of the following points from school policies:

- In the first instance, if you have a query or concern about a child in the school, please discuss your concerns with the class teacher. This will allow for context to be given and may also result in further investigation if required. In addition a parent may also be given assurance that a matter has been dealt with appropriately.
- If this does not resolve the matter then please email / speak to the Key Stage Leads. Mrs Lewthwaite leads Foundation Stage, Miss Bisset leads KS1 and Mrs Rainbow KS2. I am always made aware of pertinent issues and will get involved where I feel it necessary. I am more than confident though that my staff will make every effort to resolve your concern.
- If you are still dissatisfied with the response or you have a serious concern about a member of staff you can make a formal complaint to myself either in writing or by telephone, by email or in person by appointment. I will then carry out an investigation and provide a written response within ten working days.

As a general guideline, please avoid using social media forums to discuss personal school matters and instead follow school policies in terms of reporting any concerns or queries you may have.

As a school we cannot police or address concerns raised on social media or from conversations that go on online between parents/carers, so we ask for your support in using these forums in an appropriate way for all matters that are school related.

We pride ourselves as a Catholic community on striving for excellent relationships and ask that any messages sent are in line with this core principle.

My staff and I are very approachable, and will deal effectively with any query which is raised appropriately, so please do give us that opportunity.

Your continued support and understanding with this matter is appreciated.

Yours Sincerely

Mrs H Murphy
Acting Headteacher

