



Monksdown Primary School

where children come first

Chair of Governors:
Mr M. Reynolds
Headteacher:
Mrs J Price

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Address: Monksdown Road, Norris Green, Liverpool, L11 1HH **Twitter:** @monksdownschool

Wednesday 15th October 2025

Dear Parents / Carers,

Social networking sites such as Facebook, Twitter and other similar online forums are now widely used and these types of media allow people to communicate in ways that were not previously possible. Unfortunately, such sites can be used inappropriately by some as a means of expressing negative or offensive views about schools and their staff.

The school recognises that many parents/carers and other family members will have personal social networking or WhatsApp accounts which they might use to discuss/share views about school issues with friends and acquaintances.

However, it is not the way to raise concerns or complaints about the school, as we will not respond to issues raised on a social networking site. If there are serious allegations being made/concerns being raised, social media or internet sites should not be used to name individuals and make abusive comments. Please contact the school to discuss any concerns you may have.

Although social networking sites may appear to be the quickest and easiest way to express frustrations or concerns about the school and those associated with it, it is rarely appropriate to do so. Other channels such as a private and confidential discussion with Senior Staff, the Head teacher or member of the Governing Body, or using the school's formal complaints process are much better suited to this.

The School considers the following examples to be inappropriate uses of social networking sites. (This list is non-exhaustive and intended to provide examples only):

- Naming children or posting any comments about children who attend Monksdown Primary School
- Making allegations about staff or anyone else connected with Monksdown Primary School;
- Making any posts that could be deemed to be cyber-bullying;
- Making complaints about the school or staff at the school;
- Making defamatory statements about Monksdown Primary School or staff at the school;
- Posting negative or offensive comments about staff or any other individual connected to the school;
- Posting racist comments against any member of the school community;
- Posting comments which threaten violence to any member of the school community;
- Posting comments or engaging in online discussions with children other than their own.

Respectful

Resilient

Responsible

Resourceful





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At Monksdown Primary, we will always try to deal with concerns raised by parents in a professional and appropriate manner and understands that parents/carers may not always realise when they have used social networking sites inappropriately. Therefore, as a first step the school will usually discuss the matter with the parent to try to resolve it and to ask that the relevant information is removed from the social networking site in question. If the parent/carer refuses to do this and continues to use social networking sites in a manner the school considers inappropriate, the school will consider taking the following action:

- Take legal advice and/or legal action where the information posted is defamatory in any way or if the circumstances warrant this;
- Set out the school's concerns to the parent in writing, giving a warning and requesting that the material in question is removed;
- Contact the police where the school feels it appropriate – for example, if it considers a crime (such as harassment) has been committed or in cases where the posting has a racial element, is considered to be grossly obscene, grossly offensive or is threatening violence;
- If the inappropriate comments have been made on a school website or online forum, the school may take action to block or restrict that individual's access to that website or forum;
- Contact the host/provider of the social networking site to complain about the content of the site and ask for removal of the information;
- Take other legal action against the individual following appropriate advice.

We thank you as ever for your support in this matter.

Regards

Mr. Martin Reynolds – Chair of Governors

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