The School will always try to deal with concerns raised by parents in a professional and appropriate manner and understands that parents 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 and resolve the matter and to ask that the relevant information be removed from the social networking site in question. If the parent 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 you in writing, giving you 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 prejudicial element, is considered to be grossly obscene 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.

Do you have a complaint?

STAGE ONE
Most concerns can be sorted out quickly by speaking with your child’s class teacher or if you prefer the Headteacher.

*It can difficult to remain calm when you feel you have a valid complaint but avoid allowing anger and frustration to affect your interaction with school staff. If you become angry, threatening or abusive you will be asked to leave the premises.

STAGE TWO
If you are still concerned following your meeting, you can make a formal complaint to the Headteacher. This should be done in writing in line with the school’s complaints policy. The Headteacher will contact you to discuss the problem and you will usually be invited to a meeting to discuss this further. The Headteacher will then conduct a full investigation of the complaint and may interview any members of staff or pupils concerned. You will receive a written response to your complaint.

STAGE THREE
If you were not satisfied with the Headteachers investigation you may wish to make a formal complaint to the governing body. You should write to the Chair of Governors of the school. He or she will try to see if there is a way forward. If he or she is unable to resolve the matter, your complaint will then be heard by a committee of three governors called the Complaints Review Committee. They will have no prior knowledge of the case and will therefore be able to make a fresh, unbiased assessment. You will be invited to attend the committee meeting, accompanied by a friend or relative if you wish, and to put your side of the matter. The Headteacher will also attend to give his or her account. More information on how these meetings are conducted is contained in the school’s complaints procedure.

STAGE FOUR
Contact Derbyshire County Council, but only after all the above stages have been followed:
Call Derbyshire - 01629 533190
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 the School, 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):

- Making allegations about staff or pupils at the School;
- Making complaints about the School or school staff;
- Making defamatory statements about the School or staff at the School;
- Posting negative or offensive comments about specific pupils or school staff;
- Posting racist or homophobic comments;
- Posting comments which threaten violence.

Parents should also ensure that their children are not using social networking or internet sites in an inappropriate manner. It is expected that parents and carers explain to their children what is acceptable to post online. Parents and carers are also expected to monitor their children’s online activity, including in relation to their use of social media.