



*Sacred Heart Catholic Primary School & Nursery*  
*Headteacher Mr C Beazeley*  
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19<sup>th</sup> January 2026

Dear Parent/Carer,

I feel that I need to write to you to communicate some concerns that I have around the use of social media, both by parents and children.

First of all, I want to acknowledge that we have the privilege to work in a school with your children, the most precious of people that you love and hold dear. You also know them better than anyone, although children can be quite different in school than at home.

Being a school, we are made up of little people, lead and managed by adults: we are all humans, we are all fallible, we make mistakes and have difficulties in our relationships and interactions from time to time.

The combination of both factors means that you will inevitably, at times, feel protective of your children and critical of the school and staff; sometimes with justification, sometimes not. Everyone deals with these feelings differently: some angrily and some blessed with a calmer, more measured perspective.

The angry or dissatisfied response to events can mean that, in today's world, people take to social media to air their feelings. Whilst, as I have outlined, I can totally understand that people have the right to feel protective of their children – and need to share their concerns with others – I would ask that you exercise caution in doing so.

In the last few months, I have come to hear of an increasing number of incidences when people have taken to social media rather than speaking to the school about events. I have already acknowledged that we are fallible and can be at fault; also that, given over 400 people working and playing together every day, life doesn't always run smoothly. However, I would like to assure you that we are not in the business of hiding or defending poor practice; rather, we are always looking to improve, wherever we can, guided by our Catholic principles.

I am most concerned about posts and online conversations that have identified and discussed children and staff by name: these are written by people who may be angry or anxious and have personal perceptions and opinions about an event or situation. However, parents are not usually in the position to make judgements about things that have (or have not) happened in school. Even if they were, judging and sometimes criticising children, other parents or staff in an online forum, often with no ability to reply or defend, cannot be justified.

Furthermore, making comments on social media are potentially open to police involvement in the most serious cases, as they could be considered to be vilifying and harassing both children and their parents in a public arena. Some of the 'conversations' and comments have not only been uninformed opinion, but entirely false and even

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scare mongering in their nature.

This school is one that we are proud of, made up as it is of your wonderful children. I am always prepared to discuss rumours that you may have heard and concerns that you have. Similarly, parents are always welcome to visit us during the school day, including lunchtimes, so that you can see how we operate - in relative harmony, as a loving, supportive community with nothing at all to hide.

In relation to the wider online world that brings society new challenges as well as opportunities on a daily basis, we are hoping to arrange some workshops or information sessions in the coming months. The Children's Commissioner has produced some useful resources for supporting parents in helping their children to navigate the online world and we would like to share them with you, in order to keep our children safe.

Finally, I am grateful for the overwhelming majority of parents who support our community in a respectful and loving way, even though they will sometimes have concerns or complaints about what we do. I just hope that the tiny minority who may have misused Facebook discussions, WhatsApp groups and more will reflect on their previous approach and air their grievances directly with us.

I attach a copy of the Code of Conduct for Parents, Carers and Visitors and ask that you let me know if you believe that there is anything missing from it or if there are sections that you couldn't agree to.

Best Wishes,  
Mr Beazeley.

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