

The Good Shepherd Catholic Primary School

Kingsland Gardens, Kingsthorpe, Northampton, Northamptonshire, NN2 7BH



HEAD TEACHER Mrs Carmel Dodds **DEPUTY HEAD TEACHER** Miss Dominique Smith

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Thursday, November 30, 2023

Dear Parents/Carers,

It has recently come to our attention that there has been a WhatsApp parent group which initially was set up to support parents with those day to day reminders, of non-uniform days or swimming or homework etc. which can be positive in supporting your child at school. However, I was extremely saddened and upset to hear that it has also been used as a platform to discuss individual staff members.

As Head Teacher, I am so proud to serve this school and community and the most positive changes I have encountered since joining The Good Shepherd is that the majority of parents, when they have a concern will come in to school and discuss their concerns with class teacher, Mrs Auburn, Miss Smith or myself which has been a more positive way to resolve issues raised.

If you have a concern or complaint about a member of staff, you should raise it directly with the school, in line with our complaint's procedure.

Comments, concerns or complaints posted on social media which includes WhatsApp cannot be addressed by the school in a constructive manner.

A copy of our complaint's procedure is available on our website, or you can request one from the school office.

<https://www.thegoodshepherdprimaryschool.org.uk/page/?title=Policies+and+Documents&pid=22>

We take complaints and concerns from parents seriously, and will try to resolve them as best we can.

I have every confidence that the parents responsible for posting such comments will reflect upon their actions and take steps to resolve. Thank you so much for your continued support with this matter.

Yours sincerely,

Mrs C Dodds

Headteacher



Website

www.olicatschools.org

Strategic Executive Lead

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