



Yr Ysgol John Frost - The John Frost School

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Pennaeth / Headteacher:
Mark Tucker BA MA

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Dear Parent/Carer

We are continually working to develop strong home/school communication. Therefore, I wanted to clarify appropriate procedures for how to communicate with school and to provide legal guidance to ensure that parents do not try to resolve issues on social networking sites such as Facebook, TikTok, Snapchat or WhatsApp.

Should you have an issue you would like to raise with us, your first point of contact is always your child's **Form Tutor or Progress Coordinator**. Depending on the nature of the issue, it may often require the Form Tutor or Progress Coordinator to refer the issue to the classroom teacher or Head of Department. In the eventuality of the issue not being resolved, this is the point when a member of the Leadership Team would be contacted to communicate with you.

Should you have a general message/question which is not necessarily related to your child in particular, you can either email the school directly or contact us by telephone. We will, of course, continue to make effective use of our school communication system: In-Touch.

Our website is updated with important information, and we will continue to make effective use of Facebook and Instagram (The John Frost School official sites) to inform parents of key events and celebrate the successes of those within the school community.

Please be advised that the purpose of such social networking sites is predominantly information sharing and they should not be used as a vehicle to comment on school business in a public forum. Parents are expected to contact the school directly should there be an issue that needs to be resolved.

We fully expect at times to receive negative feedback but insist that this be shared with us through the appropriate channels of communication as explained above, in order to enable us to resolve the issue as effectively and efficiently as possible.

We would like to issue parents/carers with the following legal advice:

- Parents/carers will be formally requested to refrain from posting any malicious or derogatory comments about staff members and the school on any social networking site.
- School will contact all parents/carers informing them of the concerns.
- Parents/guardians who have posted such malicious or derogatory comments about members of staff or about the school should immediately withdraw them from the social media sites.
- The school staff will regularly monitor social networking sites to check that this has been done.
- When any derogatory or malicious comments about the school are posted on these sites by parents, this will be reported to me. I will then liaise with the Local Authority solicitors so that appropriate legal action can be taken.

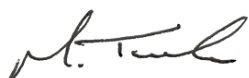
We very much expect parents to use good judgement when engaging in private Facebook/WhatsApp/Snapchat/TikTok groups and should we be notified of any derogatory comments being made on such private accounts, we will have no option other than to contact the police. Any official school logo that has been attached to such a group will not be endorsed by the school and should not be perceived as linked to the school in any way.

I implement a strict policy regarding social networking sites with staff and all staff are aware that a breach of this policy could result in disciplinary action. I expect the same level of good practice by parents/carers as we continue to work together to model the appropriate use of social media to our young people.

It is regretful that I feel the need to write to you about this, but it is necessary for me to do so to safeguard students, responsible parents, the staff and the reputation of the school.

I appreciate your co-operation in this matter.

Yours sincerely



Mr M Tucker
Headteacher