



Hebburn Comprehensive School

Campbell Park Road, Hebburn, Tyne & Wear, NE31 2QU

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Head Teacher: Mr D R Thompson

DRT/JE

06 March 2025

Dear Parent/Carer

First, I would like to express my sincere thanks to the overwhelming majority of parents/carers who are supporting us in our efforts in raising standards and giving our children the very best life chances when they leave school. We really appreciate the messages of support.

It has come to our attention, however, that some parents/carers have been using social media, namely Facebook, to:

- Complain about the school.
- Complain about individual members of staff.
- Make inappropriate comments about the school
- Make inappropriate comments about members of staff.

Our staff are committed, dedicated professionals who deserve to be treated with respect. If you have a concern or complaint about a member of staff or the school, you should raise it directly with the school, in line with our complaints policy. Comments, concerns or complaints posted on social media cannot be addressed by the school in a constructive manner. A copy of our complaints policy is available on our website, at www.hebburn.net.

We take complaints and concerns from parents/carers seriously and will aim to resolve them as best we can. In order to do this, parents/carers need to follow our complaints procedure and raise any concerns by contacting the school directly, not via social media.

At Hebburn Comprehensive, we believe it is extremely important for our pupils to learn how to treat others with respect, including when they are online. Parents/carers have an important role to play in modelling this for their children. We ask parents/carers to kindly refrain from using inappropriate language, or from posting comments that are defamatory, rude, intimidating or threatening. We expect all members of our community to treat each other with respect.

Posting comments online does not help the school address the issue. It may also prevent the school from conducting a full and fair investigation or could present a serious safeguarding concern.

As a school we are always open to working with parents and carers to resolve issues in a supportive way. It is much better for children when school and parents/carers work together in partnership.

If you would like to make an appointment to discuss any issues, please contact the school office on 0191 4833199 or office@hebburn.net.

Yours Sincerely

A handwritten signature in black ink, appearing to be 'DM' followed by a long horizontal stroke.

Mr D R Thompson
Head Teacher