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Headteacher / Pennaeth
Mr O Rogers B.Ed.(Hons), NPQH

Approved Summer 2022:

Dear [NAME]

Re: [e.g. Your correspondence of DATE / Your concerns in relation to [INSERT]]

You have raised concerns with us regarding [BRIEF NATURE OF COMPLAINT / INCIDENT / ALLEGED BEHAVIOUR etc]. We take any concern raised by parents and guardians of pupils at our school very seriously and consider each concern [appropriately / in line with our Complaints Procedure, a copy of which you have been provided with / is available at [INSERT]].

We have listened to your concerns and they have been duly considered [and investigated] by the school. We have provided you with a response [on more than one occasion / and have entered into prolonged correspondence with you / ANY SPECIFIC DETAILS, E.G. NUMBER / DATES OF ANY MEETINGS?]. You continue to raise the same concern, however there is nothing further we can add to the response we have already given.

[We are also aware that you have been talking to other parents and guardians about your concerns and posting comments online / on social media. This is unhelpful, particularly in circumstances where we have thoroughly investigated your concerns and [consider them to be unfounded / have dealt with them appropriately / in line with our policies].]

[Making inappropriate comments online about the school is unacceptable in our view and can be damaging not only to the school but also to our staff and pupils to whom we owe a duty of care. We therefore request that you immediately stop doing so. [Should you continue, we will be left with no option but to consider whether your remarks constitute defamation and the next steps to take].]

I confirm that the school considers this matter to be concluded and will not engage further on this particular issue as we have exhausted our internal procedure and reasonably [responded/resolved] this matter.

If you have any other queries or concerns regarding [the school or insert detail] then please [contact [named point of contact/raise them with us] in [accordance with [insert] policy /an appropriate manner].

Yours sincerely

