The Local Authority Social Media advice is provided below.

Statement: Misuse of Social Media for Complaints by Parents and Carers

'Parents/ Carers of children in Bradford schools are increasingly using social networking sites such as Facebook or WhatsApp group forums and artificial intelligence to make complaints. Sometimes parents have used these sites to criticise or make inappropriate comments about schools or even individual teachers, instead of using school complaints procedures or normal channels of communication. Making defamatory or offensive comments on the internet can have exactly the same serious legal consequences (including malicious falsehood, breach of confidence, misuse of private information, and harassment and breach of data protection laws) as if they are made directly to anyone in person or appear in written form. Legal action could be taken against the person who has made the online comment. Making comments that could be construed as threats of violence or are grossly offensive or indecent, may also constitute a criminal offence and such matters will be reported to the police, which can lead to court action under the Malicious Communications Act 1988 and/or the Communications Act 2003.

The Department for Education guidance on parental complaints has urged families to ensure Clear, respectful communication" with schools, to avoid social media and to use AI with "caution". If you have concerns about anything which happens in school, please speak to a member of staff, who will do their best to resolve any issues. If you are still unhappy then please use the school complaints form and follow the complaints procedure which will ensure that your concerns are investigated thoroughly and any appropriate action is taken. '