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**[www.bellevue-newlands.school.nz](http://www.bellevue-newlands.school.nz)**

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Dear Parents and Caregivers,

As you will be fully aware, the internet has become a powerful tool to connect and to share ideas and opinions. In recent years, social media such as Facebook have grown in popularity and many people use them to communicate with family, friends and others.

The vast majority of people who use social networking show respect in their communication with others and this is something that we must encourage to show our children that we are positive “digital role models”.

As a school, we encourage parents to support us with the education and wellbeing of their children. If at any time parents feel that they have an issue regarding the school or staff, they should make an appointment with a teacher, the leadership team or Board chairperson so that the issue can be discussed and hopefully resolved. As a learning community, we discourage the use of social media to criticise and make unsubstantiated comments about the school, the staff and students or in fact anybody. This undermines our foundation values of respect, empathy, responsibility, resilience and confidence.

Bellevue School has a Resolving Concerns and Complaints Procedure that is available from the office and the school website. This outlines the procedure for resolving issues and clearly shows the ways of bringing issues to the schools attention. The procedure endeavours to maintain the dignity and privacy of those involved.

The relationship between members of the school community and within the school itself is strengthened when concerns and complaints are given serious and fair consideration. The school is always open to the possibility of positive change. Attending to concerns and complaints provides this opportunity.

Regards,

Bellevue Board of Trustees