



Bonneygrove Primary School

Executive Headteacher: Mr Craig Hamilton BEd (Hons.), NPQH

Bonneygrove Primary School and Millbrook Primary School Federation

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10th November 2025

Dear Parents and Carers

Thank you for taking the time to raise your concerns regarding the use of WhatsApp groups (in a number of year groups) within our school community. I appreciate your openness in bringing this matter to my attention.

I understand how important clear and respectful communication is, especially in forums designed to support our pupils and families. It has come to my attention that some class WhatsApp groups have been used in ways that were not intended, and I recognise the frustration this can cause. Please be assured that I take these concerns seriously, particularly when the wellbeing of children, parents/ carers and staff are affected.

To clarify, these WhatsApp groups were originally set up to assist parents and carers who may have difficulty with drop-off and pick-up arrangements due to work commitments. They are intended to provide timely updates about trips, PE days, and other activities that impact daily school life, helping families stay informed and connected regarding their child's experience at school. These can also be viewed on our school website: [Bonneygrove Primary School - Calendar of Events](#).

I would therefore kindly ask, that all group administrators to remind members that the groups should be used solely to support parents and carers, and not as a platform to criticise or denigrate staff. Such negative comments cause unnecessary stress and anxiety for everyone involved, which is something we must avoid for the sake of our children's learning environment.

Moving forward, we will continue to monitor the use of these groups closely and reinforce expectations around respectful communication. We are also exploring additional ways to ensure that all families have access to accurate and timely information directly from the school, to reduce any reliance on informal channels that may sometimes lead to misunderstandings.

I would ask those parents/carers who use the WhatsApp groups to vent negatively – to think about the impact on other parents/carers and understand that leaders in the school are here to support – it is also my teachers' place of work and therefore, would appreciate some of our parents and carers keeping this in mind.

Cont'd

I am always happy to listen, understand and come up with ways to support. Please do not hesitate to contact me via the school office admin@bonneygrove.herts.sch.uk if you have concerns or suggestions about communication within our school community. Your feedback is invaluable as I strive to maintain a positive and supportive environment for all.

Yours sincerely

A handwritten signature in cursive script, appearing to read 'Craig Hamilton'.

Craig Hamilton
Executive Headteacher
Bonneygrove and Millbrook Primary Federation