



Parent and Carer Social Media Code of Conduct

We recognise that online channels are an important way for parents/carers to communicate with, or about, the school. It can be enormously positive in helping support the partnership between home and school and creating a safe and positive environment for every child. Independent channels (whether WhatsApp, email groups, Facebook groups etc) can help parents/carers stay on top of what's happening in their child's class and create an inclusive culture that can provide support for everyone as they need it. Used in this way, social media offers enormous benefits that the school wholeheartedly supports.

When using online channels for discussion, we do respectfully ask however that all parents/carers take note of the following guidance. This helps create a positive, inclusive and engaging environment for everyone, in the best interests of the children and the whole school community.

Please:

- Be respectful towards members of staff, and the school, at all times
- Be respectful of other parents/carers and children
- Direct any concerns or complaints through the appropriate channels, so they can be dealt with in a timely and constructive manner.

Please don't:

- Use online channels to complain about or criticise the school or members of staff. This is not constructive and the school can't improve or address issues if they aren't raised in an appropriate way.
- Use online channels to complain about, or try to resolve, a behaviour issue involving other pupils. Please contact the school and speak to the appropriate member of staff if you are aware of a specific behaviour issue or incident.

We recognise that on occasion circumstances can arise that can give parents/carers reason for concern and we will always seek to engage with you to explore and resolve those concerns as quickly and effectively as possible. This is our commitment to you. You should always approach your child's class teacher with any concern in the first instance, and subsequently with the headteacher if you feel necessary. In the event that we are unable to address and resolve any concerns informally, our complaints policy sets out the appropriate procedure for raising an issue further.

As always, thank you for your continued support in helping us create a nurturing, safe and enjoyable environment within which all the children can grow and learn together. We really do appreciate it.