Grove Primary School

Policy and Code of Conduct for the acceptable use of
WhatsApp Groups

(Please also refer to page 6 'Statement on social media expectations' in our Parents, Carers and Visitors Code of Conduct)

WhatsApp Groups

We are aware that parents may communicate between each other using WhatsApp groups. The aim of using WhatsApp is to send messages to an entire group.

Any messages shared using WhatsApp come from parents/carers in their personal capacity. The school does not post on any WhatsApp parent/carer groups.

At Grove, we believe it's important to:
- Work in partnership with parents to support their child's learning;
- Create a safe, respectful and inclusive environment for pupils, staff and parents;
- Model appropriate behaviour for our pupils at all times and this includes the way we use WhatsApp to communicate.

We set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the Staff Code of Conduct) and pupils (through our Behaviour Policy).

This code of conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour when using social media platforms such as WhatsApp.

Code of Conduct

Parents should adhere to the following guidelines when using class WhatsApp groups:
- The group should never be used as a platform to air views/grievances regarding a teacher, child or parent in the class or school;
- The group is not a political platform for airing opinions on current affairs;
- The group should not be used for private conversations with anyone else using the group;
- The group should be used keeping in mind mutual respect and cultural sensitivity between all its members.

We expect parents, carers and other visitors to:
- Respect the ethos, vision and values of our school (respect, courage, creativity, ambition, empathy, resilience);
- Work together with staff in the best interests of our pupils;
- Treat all members of the school community with respect — setting a good example with how we talk and behave;

- Seek a peaceful solution to all issues;
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct;
- Approach the right member of school staff to help resolve any issues of concern

Please note, the school considers the following online activity inappropriate:
- Abusive or personal comments about staff, pupils or other parents or any member of the school community;
- Displays of anger including swearing, or using offensive language;
- Bringing the school into disrepute;
- Posting aggressive, defamatory or libelous comments;
- Emails circulated or sent directly with abusive or personal comments about staff, pupils or any member of the school community;
- Using social media to publicly challenge school policies or discuss issues about individual children;
- Threatening behaviour, such as verbally intimidating members of the school community, or using inappropriate language.
- Contacting other parents to discuss children and or their behaviour
- Leaving voice notes to discuss issues involving children

Rasing Concerns
If you are concerned about inappropriate comments on a WhatsApp group or other social media platform, please contact our Senior Leadership Team by emailing school@dkh.southwark.sch.uk

If the school suspects, or becomes aware, that a parent has breached the code of conduct detailed above, the school will gather information from those involved and respond appropriately.

Depending on the nature of the incident, the school may:
- Send a warning letter to the parent;
- Invite the parent into school to meet with a senior member of staff or the Executive Head Teacher;
- Contact the appropriate authorities (in cases of criminal behaviour);
- Seek advice from our Trust's legal team regarding further action (in cases of conduct that may be libelous or slanderous);
- Issue a site ban.

Thank you for working in partnership with us.