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Dear Parents/Carers,

I would like to share a reminder of guidelines regarding the use of WhatsApp groups (or similar messaging platforms) by parents to discuss school-related matters. We understand that these groups can be a valuable tool for quick communication, sharing information, and fostering a sense of community among parents. However, to ensure that these platforms remain positive and constructive, we would like to set out some clear expectations for their use.

Please do not message staff on WhatsApp regarding school matters outside of school hours.

Purpose of Parental WhatsApp Groups:

- **Sharing General Information:** These groups are excellent for sharing reminders about school events, non-urgent updates, or clarifying general information that has already been communicated by the school (e.g., "Don't forget it's dress-up day tomorrow!").
- **Building Community:** They can help parents connect with each other, arrange playdates, or coordinate activities outside of school.

Appropriate Content and Communication:

- **Positive and Respectful Tone:** Please ensure all communication is respectful, constructive, and positive. Avoid gossip, speculation, or negative comments about the school, staff, other parents, or children.
- **School-Specific Queries:** For any questions or concerns directly related to your child's learning, welfare, or specific school policies, please **always contact the school directly** through the appropriate channels (e.g., email, phone call, or arranging a meeting). WhatsApp is not the appropriate forum for these discussions.
- **Confidentiality and Privacy:** Do not share any personal information about other children, parents, or staff members. Respect the privacy of everyone in the school community. Avoid sharing photos or videos of children without explicit permission from their parents.
- **Timeliness:** Be mindful of the time of day when sending messages. Avoid sending non-urgent messages late at night or very early in the morning.
- **No Official School Communication:** Please remember that WhatsApp groups are *not* official school communication channels. Important information from the school will always be communicated via our official platforms (e.g., school newsletters, emails, school website, or direct messages through our school app). Do not rely on WhatsApp for critical updates.
- **Fact-Checking:** If you see information being shared that seems incorrect or unsubstantiated, please refrain from spreading it further. If in doubt, always refer to official school communications or contact the school directly.

Consequences of Misuse:

We trust that all parents will adhere to these guidelines. However, if the school becomes aware of misuse of these platforms that causes distress, spreads misinformation, or undermines the school's reputation, we reserve the right to take appropriate action, which may include contacting individuals directly.

We believe that by working together and using these communication tools responsibly, we can maintain a supportive and positive environment for everyone in our school community.

Thank you for your understanding and cooperation.

Mrs Sheraton

Head of School