



Expectations of Parents/Carers

Acceptable use of the internet: expectations for parents and carers

The internet and social media channels are a fast and modern way to assist communication about school matters. At Kirkby Woodhouse school, we want all to use them effectively and to model excellent practice across the whole school community.

Online channels are an important way for parents/carers to communicate with, or about, our school.

The school uses the following channels:

- A Facebook page managed by members of the school community
- Email/text groups for parents/carers (for school announcements and information)
- Our virtual learning platforms

Parents/carers also set up independent channels to help them stay on top of what's happening in their child's class. For example, class/year Facebook groups, email groups, or chats (through apps such as WhatsApp).

When communicating with the school via official communication channels, or using private/independent channels to talk about the school, we expect parents and carers to:

- Be respectful towards members of staff, and the school, at all times
- Be respectful of other parents/carers and children
- Direct any complaints or concerns through the school's official channels, so they can be dealt with in line with the school's complaints procedure

We expect parents and carers respectfully do not:

- Use private groups, the school's Facebook page, or personal social media to complain about or criticise 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 private groups, the school's Facebook page, or personal social media to complain about, or try to resolve, a behaviour issue involving other pupils. parents/carers must contact the school and speak to the appropriate member of staff if they are aware of a specific behaviour issue or incident
- Upload or share photos or videos on social media of any child other than their own, unless they have the permission of other children's parents/carers