



WhatsApp Guidelines for Parents and Carers

Year group WhatsApp groups are a very useful and efficient way of communicating to the whole class. The aim of using WhatsApp is to send messages to the entire group, which are relevant to school and helpful for the group members to know, e.g. information about PSA events, questions about things to bring into school or missing jumpers!

Messages in the class WhatsApp groups come from parents and carers in their personal capacity. The school neither sends nor monitors messages on WhatsApp.

WhatsApp groups are meant to be useful, interesting and help build a sense of community and support within classes and across year groups. We encourage you to join in and positively participate if you wish. However, based on feedback from a number of parents, we would appreciate it if parents/carers would note the following guidelines when using class WhatsApp groups. These are in line with many other schools.

Purpose of the platform	The WhatsApp group is a facility for members to ask questions or make enquiries about issues or events that other parents might be able answer.
What sort of messages should post?	<p>Post messages that are relevant for the whole group and about school related questions.</p> <p>Before posting, ask yourself if it might be better suited to a smaller group of parents in a separate friends' group.</p> <p>If a parent asks a question that people don't know the answer to, please encourage each other to speak directly to the school for the answer.</p> <p>We expect parents, carers and other visitors to:</p> <ul style="list-style-type: none"> • Respect the ethos, vision and values of our school when on site and online (including within WhatsApp groups). • Work together with staff in the best interests of our children





Bishop Aldhelm's CE Primary School

Loved by God; United in Learning

Headteacher: Scott Tait Deputy Headteacher: Sarah Dawson

	<ul style="list-style-type: none"> • Treat all members of the school community with respect – setting good examples with behaviour and speech to our children • Seek peaceful solutions to all issues • Approach the right member of school staff to help resolve any issues of concern.
<p>What should I avoid?</p>	<p>Please think before you post. Avoid using the platform as a medium to air any concerns or grievances regarding a teacher, child or parent in the class or school or give opinions on current affairs.</p> <p>Please think about how your post could come across, and about how you would feel if you were on the receiving end.</p> <p>If you have any concerns about your child at school or in relation to another child, you should contact your class teacher. If your concern remains, you should contact a member of the Headship Team.</p> <p>Please do not post anything that brings the school into disrepute. We are a school community and all have a responsibility to set a positive ethos that our current and future children are proud of.</p> <p>Please avoid posting in anger. Consider whether someone could be upset by your comment and whether there is a better way to respond to the situation.</p> <p>We have a diverse school community with many different nationalities, languages, faiths, ethnic groups, socio-economic backgrounds, amongst others, and families may be very different from one another. Please be respectful of this.</p>
<p>What to do if you feel a post is inappropriate</p>	<p>At our school we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately. This includes: abusive or personal comments about staff, pupils or other parents, posting defamatory or libelous comments, using social media to publicly challenge school policies or discuss issues about individual children, or threatening behaviour.</p> <p>Please be assured that we will not tolerate inappropriate posts. If someone makes an inappropriate comment, please contact a member of the Headship Team at school.</p> <p>You can always choose to leave a WhatsApp group – and no-one should make a judgement about that decision.</p>
<p>Helpful hints</p>	<p>If you are not sure about your post, please ask yourself these questions beforehand: Is this relevant?</p>



PROUD TO BE A
MUSIC MARK
SCHOOL



Bishop Aldhelm's CE Primary School
Winston Ave, Poole, BH12 1PG
01202 715100
office@bishopaldhelms.poole.sch.uk



Bishop Aldhelm's CE Primary School

Loved by God; United in Learning

Headteacher: Scott Tait Deputy Headteacher: Sarah Dawson

	<p>Is this necessary? Is it true? Is it helpful? Is it kind? Is this a good time to post? i.e. not late at night or very early in the morning.</p> <p>Please remember that we are all human. We all therefore can make mistakes. However, we are all here for a common purpose- to support your child's education. Help us to do the best we can for our children by addressing issues directly with us so that we can reassure you, clarify information or make changes where necessary. Remember, if we don't know about it, we can't help!</p>
<p>How can we communicate directly with school with a question or concern?</p>	<p><u>In person</u> The quickest way is to speak to your child's class teacher on the door either at the beginning or end of the school day. The Headship Team are also on the gates at the beginning and end of every school day. The school office is open 8am to 4pm and again, the office team are able to answer questions or to pass on your question to the relevant team.</p> <p><u>By phone</u> Please call 01202 715100 to contact the school office between 8am and 4pm. Outside of these times you can leave a voicemail.</p> <p><u>By email</u> Every year group has a year group email. Please note that these are checked at least every 72 hours. preschool@bishopaldhelms.poole.sch.uk – Preschool yearf@bishopaldhelms.poole.sch.uk- Foundation year1@bishopaldhelms.poole.sch.uk- Year 1 year2@bishopaldhelms.poole.sch.uk- Year 2 year3@bishopaldhelms.poole.sch.uk- Year 3 year4@bishopaldhelms.poole.sch.uk- Year 4 year5@bishopaldhelms.poole.sch.uk- Year 5 year6@bishopaldhelms.poole.sch.uk- Year 6</p> <p>For general enquiries, you can email the office: office@bishopaldhelms.poole.sch.uk- Year 1</p> <p>For safeguarding concerns: safeguarding@bishopaldhelms.poole.sch.uk</p>



PROUD TO BE A
MUSIC MARK
SCHOOL



Bishop Aldhelm's CE Primary School
Winston Ave, Poole, BH12 1PG
01202 715100
office@bishopaldhelms.poole.sch.uk



Bishop Aldhelm's CE Primary School

Loved by God; United in Learning

Headteacher: Scott Tait Deputy Headteacher: Sarah Dawson

For questions about special educational needs, pupil premium or English as an Additional language:

senteam@bishopalhelms.poole.sch.uk

Website

Letters that are sent out are saved on our website. We are soon to be releasing a brand new website which will be much more user-friendly for mobile use too.



PROUD TO BE A
MUSIC MARK
SCHOOL



Bishop Aldhelm's CE Primary School
Winston Ave, Poole, BH12 1PG
01202 715100
office@bishopalhelms.poole.sch.uk