



MAT Code of Conduct for Parents/ Carers and Social Media

Most people take part in online activities and social media because it is fun and keeps us connected. Most schools have Facebook pages and Twitter accounts that can be used to receive and respond to messages and updates about school events. We encourage you to positively contribute and make comments if you wish.

We do understand that from time to time, issues or difficulties can arise and we are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. Where issues arise or misconceptions take place, please contact your child's teacher or the Headteacher, who will be available to meet with you and go through the issue and hopefully, resolve it. Where issues remain unresolved, please follow the school's complaints procedure. This is available on the school website or a copy can be requested from the school office.

We ask that you use common sense when discussing any aspect of school life online.

We take very seriously inappropriate use of social media by a parent or carer to publically humiliate or criticise another child, parent or member of staff. The school will expect any detrimental comments be removed immediately if a parent/ carer or child is asked to.

In more serious cases, the school will consider its legal options to deal with any such misuse of social media and the police may be contacted.

Online activity, which the MAT considers inappropriate:

- Identifying or posting images/ videos of children
- Abusive comments made about staff, governors, children or parents
 - Bringing the school into disrepute
 - Posting defamatory or libellous comments
- Emails circulated or sent directly with abusive or personal comments about staff or children
- Using social media to publically challenge school or MAT policies or discuss issues about individual members of staff
- Threatening behaviour, such as verbally intimidating staff or using bad language
 - Breaching school security procedures

If a parent/guardian has a concern about the child's performance or behaviour, the parent/guardian should set up a meeting with the child's teacher initially. If the concern remains they should then speak to the headteacher. If this remains still unresolved, then the chair of governors can be contacted and the complaints procedure can be followed.

