



SHOBNALL PRIMARY & NURSERY SCHOOL

SOCIAL MEDIA CODE OF CONDUCT FOR PARENTS



JUNE 2021

Reviewed: June 2022, June 2023, June 2024, May 2025,
April 2026

Review:
June 2027

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STATEMENT OF INTENT

Shobnall Primary & Nursery School understands the benefits of using social media; however, if misused, the school community can be negatively affected, such as damage to the school's reputation.

This code of conduct sets out clear procedures for how we expect parents to conduct themselves on social media and when using messenger apps, such as WhatsApp. We ask that parents read this document, complete the declaration form and ensure that they always act in accordance with the stipulations detailed below.

1. LEGAL FRAMEWORK

- This policy has due regard to legislation and statutory guidance including, but not limited to, the following:
 - Data Protection Act 2018
 - The General Data Protection Regulation 2018
 - Protection of Freedoms Act 2012
- This policy operates in conjunction with the following school policies:
 - Online Safety

2. E-SAFETY AND SOCIAL MEDIA CONDUCT

- The school expects parents to behave in a civilised nature online and will not tolerate any of the following online behaviour:
 - Posting defamatory statuses about parents, pupils, the school or its employees
 - Complaining about the school's values and methods on social media
 - Posting statuses containing confidential information, e.g. regarding a complaint outcome
 - Contacting school employees through social media, including requesting to 'follow' them or sending them private messages
 - Creating or joining private groups or chats that victimise or harass a member of staff or the school in general
- If parents wish to raise a complaint, the JTMAT has a **Compliments, Comments and Complaints Policy** in place.
- Breaches of this code of conduct will be taken seriously by the school and, in the event of illegal, defamatory, or discriminatory content, breaches could lead to prosecution.
- Parents will not attempt to 'friend' or 'follow' any member of staff on social media.
- Parents are instructed not to post anonymously or under an alias to evade the guidance given in this code of conduct.
- The school retains the right to request any damaging material is removed from social media websites.
- Parents' social media usage will be in accordance with the Trust's policy.

3. ONLINE MESSAGING

- The school expects parents to use messaging apps, such as WhatsApp, for purposes beneficial to themselves and the school, and will not accept any of the following behaviour:
 - Sending abusive messages to fellow parents
 - Sending abusive messages about members of staff, parents or the school
 - Sending abusive messages to members of staff

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- Sending frequent messages to members of staff
- The school appreciates the simplicity and ease of instant messaging; keeping in contact outside of school can benefit the school community by keeping it closer.
- The school does not, however, condone parents sending frequent and unimportant messages to staff. Parents should understand that staff should never be contacted outside of working hours.
- If parents wish to talk to staff, parents should arrange a meeting with the teacher by speaking to the **school office**.
- Should any problems arise from contact over messaging apps, the school will act quickly by contacting parents directly, to stop any issues continuing.
- The school can request a meeting with parents if any misconduct, such as sending abusive messages or posting defamatory statuses, occurs online.
- The school's complaints procedure will be followed as normal if any members of the parent teacher association or governing board cause any issues through their conduct whilst using online messaging.
- The **headteacher** can, with the permission of the parent raising the issue, view messages sent between members of the parental body, or alternatively the parent disclosing the conversation/information to deal with problems quickly and effectively.
- The **headteacher** can request that 'group chats' are closed down should any problems continue between parents or parental bodies.

4. **MONITORING AND REVIEW**

- This procedure will be reviewed by the **headteacher** on an annual basis.
- All parents will be required to read this code of conduct and sign the [Parental Declaration Form](#) should any changes be made.

APPENDIX A – PARENTAL DECLARATION FORM



PARENTAL DECLARATION FORM

I _____ (name), parent of _____ (name of child), declare that I have received, read and understood the terms and conditions of this code of conduct.

I understand my obligations under this code of conduct and agree to comply fully with them. I will ensure that my conduct does not breach this code of conduct in any way, including:

- Sending abusive messages to parents or teachers.
- Sending abusive messages about parents and teachers.
- Posting defamatory 'statuses' about other parents, pupils, teachers or the school.
- Using social media to complain or post any grievances about the school's values and methods.
- Posting statuses containing confidential information, e.g. regarding a complaint outcome.
- Contacting school employees through social media, including requesting to 'follow' them or sending them private messages.
- Creating or joining private groups or chats that victimise or harass a member of staff or the school in general.

Signed: _____

Date: _____

APPENDIX B – ACCEPTABLE USE OF SOCIAL MEDIA LETTER TO PARENTS

June 2026

PARENTS' USE OF SOCIAL MEDIA

Dear Parents/Carers,

Shobnall Primary & Nursery School understands and appreciates the benefits of social media; however, there may also be some significant negative impacts, such as cyber bullying, which the school does not tolerate.

For us to set the best example possible to pupils at the school, we would like to invite parents to also lead by example. The school urges parents to review and sign our code of conduct, which outlines how to act when using social media.

Should the school be subject to any online abuse, we will take the appropriate action, which may include considering our legal options to deal with any defamatory or libellous activity on social media.

If any parents do have any concerns to raise, or would like to discuss this subject further, please contact myself directly on 01283 247410.

Kind regards,



Mr D. Adams
Head Teacher