

Class WhatsApp Groups – A Guide for Parents and Carers

Class WhatsApp groups can be a really useful way for parents and carers to share helpful information and support one another throughout the school year. They can be particularly useful for organising volunteers for activities such as trips, sharing requests for resources and passing on reminders or information that may be helpful to other families.

The groups are parent-led. Messages are posted by parents and carers in their personal capacity and, where appropriate, may include information shared on behalf of the PTA.

The school does not post directly in class WhatsApp groups and does not have access to or monitor these groups. Official school communication will always come directly from school through our usual channels, including email and the weekly newsletter. We therefore encourage all families to check these regularly so that they don't miss important information.

Keeping our WhatsApp groups positive and helpful

We ask that everyone using class WhatsApp groups helps to keep them welcoming, respectful and useful for all families.

In particular, please:

- **Use the group for sharing helpful information** relating to the class and school community.
- **Treat one another with kindness and respect**, remembering that messages can sometimes be interpreted differently from how they were intended.
- **Avoid discussing individual children, parents, carers or members of staff** in the group, particularly where there are concerns or disagreements.
- **Please don't use the group to raise complaints or concerns about the school, individual members of staff or another child.** We are always happy to listen to concerns, but these are best raised directly with the school so that they can be dealt with appropriately and confidentially.
- **Keep private conversations private.** If a message is only relevant to one person, please consider contacting them directly rather than using the whole group.
- **Please don't share confidential or personal information** about children, families or staff.
- **School information should not be treated as official simply because it has been shared in the WhatsApp group.** Please refer to Arbor and the weekly newsletter for the most up-to-date school information.
- **Please be mindful of different backgrounds, views and circumstances** within our school community.

Raising a concern

We know that from time-to-time parents and carers may have questions, concerns or something they would like to discuss. We would always encourage you to come directly to us rather than trying to resolve an issue through a WhatsApp group.

If you have a concern about your child's education, wellbeing or an aspect of school life, please contact the school office or speak to your child's class teacher in the first instance. We will always aim to listen and respond appropriately.

If you see something in a class WhatsApp group that you feel is inappropriate or concerning, please speak to your class teacher in the first instance. If you believe there is a safeguarding concern, please contact the school directly.

A shared responsibility

Our class WhatsApp groups are at their best when they help families stay connected, support one another and make school life a little easier. We are grateful to the parents and carers who give their time to act as class representatives and help facilitate these groups.

Thank you for helping us to maintain a positive and respectful community where everyone feels comfortable and included.