

Acceptable Use of the Internet Policy

Woodlands communicating with parents and carers

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

The school uses the following channels:

- Woodland's website
- Weekly newsletters
- Letters through a text link
- Marvellous me
- Google classroom
- Postbox email address: Is checked daily by the office team during school days
- Year group email: For non-urgent communication. Is checked a couple of times per week by the year group team.

The staff at Woodlands will always communicate in a professional manner with parents and carers. Staff will respond to respectful communications within school hours, and in a time frame of 72 hours.

Parents and carers communicating with and about Woodlands

When communicating with the school via official communication channels, or using private/independent channels e.g social media to talk about the school, parents and carers will:

- 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

Parents and carers will behave reasonably and will not:

- Use the school's communication systems, personal social media or independent channels to complain about or criticise the school, or members of staff, or to try to resolve a behaviour issue involving other pupils. This is not constructive and the school can't improve or address issues if they aren't raised in an appropriate way.
- Use the school's communication systems, personal social media or independent channels to complain about, or try to resolve a behaviour issue involving other pupils. Parents and carers will 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 staff member or child other than their own, on social media, independent channels, or any other platform unless they have the permission of the other children's parents/carers.
- Use modern technologies in a manner that would increase the risk to our children and staff in terms of safeguarding, confidentiality and data protection
- Breach the Woodlands Electronic Communication Device Policy

If parents or carers do not follow the acceptable use policy, the school may take the following action:

- Contact site operators
- Issue a warning letter
- Ban the person from the school site
- Placing restrictions on direct and/or indirect communication with members of staff
- Insist on email communication only
- Contact the police
- Take legal action against the person (Protection from Harassment Act 1997, Defamation Act 2013, The Malicious Communications Act 1988)