

Policy and Code of Conduct for the acceptable use of Class/Year Parental WhatsApp Groups



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To be reviewed January 2026

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Parent/Carer WhatsApp Groups

Parent/Carer WhatsApp groups, which operate independently of the school, can be a particularly useful way to connect parents in a particular class or year group.

Class WhatsApp groups have been voluntarily set up by the parents in each class and endeavour to include all parents with children in the class. There is no requirement to join these groups and participation is voluntary.

Ideally, these group chats are used as an efficient means of receiving relevant updates and reminders about school events that have been published in the newsletter and on the school website, the sharing of information that is of general interest to all parents in the class or a forum to offer any supportive parenting advice.

The messages in the class or year WhatsApp groups come from parents/carers/PTA in their personal capacity. The school does not post directly on any WhatsApp parent/carers groups, nor do we have 'parent advocates' who post messages on our behalf.

Code of Conduct

Most of the time, group chats will be a beneficial resource and an enjoyable place to be in. However, these same spaces also have the power to inflame; they are a potential source of misinformation and can fuel bad feeling. At worst, online parent communication groups have the potential to create unnecessary concerns.

In order to prevent any offense or upset, we expect that everyone using these groups within our school community read and follow the notes and guidelines listed below:

- The group should never be used as a platform to air views/grievances regarding a member of staff, child or parent in the class or school.
- Messages posted on the WhatsApp Year Groups should be supportive and respectful of all other group users.
- The group is not a political platform for airing opinions on current affairs.
- The group should not be used for private conversations with anyone else using the group.
- Bullying is not to be tolerated and should be [reported](#)
- Only parents/carers of a child in the school, should be invited to the group.
- The group should be used keeping in mind mutual respect and cultural sensitivity between all its members.
- Private emails between a parent and school staff should not be screenshot and posted on WhatsApp/Social Media – this breaks both confidentiality and trust.

- Links to other online information posted in WhatsApp messages should only be made to sites which are relevant to school, education or extra-curricular activities. Links and other requests should not be posted if they relate to commercial services, unrelated campaigns or personal appeals.
- No one is under an obligation to chat or respond to questions posed.
- Some group members may message you directly. There is no obligation to answer. If this direct personal approach does not suit you, please let the individual know.
- If another parent considers a message inappropriate, they should contact the person who posted it and seek removal of the message if desired. It is expected that parents and carers using any form of social media or messaging:
 1. Respect the ethos, vision and values of our school.
 2. Work together with staff in the best interests of our pupils.
 3. Treat all members of the school community with respect – setting a good example with speech and behaviour.
 4. Seek a peaceful solution to all issues.
 5. Approach the right member of school staff to help resolve any issues of concern.

Please note, the school considers the following WhatsApp activity inappropriate:

- Abusive, personal comments or open criticism about staff, pupils or other parents or any member of the school community.
- Displays of anger including swearing, or using offensive language.
- Bringing the school into disrepute.
- Posting aggressive, defamatory or libellous comments.
- Using social media to publicly challenge school policies or discuss issues about individual children.
- Emails circulated or sent directly with abusive or personal comments about staff or pupils.
- Threatening behaviour, such as verbally intimidating staff, or using bad language.

To avoid uncomfortable or unpleasant situations for other group users, parents/carers are therefore expected to consider the nature of their WhatsApp post carefully as any opinions expressed are the opinions of individual members and may not be representative of the whole group.

Raising Concerns

For individual concerns regarding pupil performance, school policies, staff conduct etc. please raise any issues directly with the class teacher or, where necessary, the Headteacher, rather than using WhatsApp as a platform to air views.

<https://www.shenleyprimary.co.uk/flowchart-of-communications/>

The complaints procedure can be found on the school website:

<https://www.shenleyprimary.co.uk/complaints-procedure/>

If you are concerned about inappropriate comments on a class/year WhatsApp group, please contact our Senior Leadership Team, in confidence, by emailing the school on admin@shenley.herts.sch.uk

If the school suspects, or becomes aware, that a parent has breached the code of conduct detailed above, the school will gather information from those involved and speak to the parent/carer about the incident.

Depending on the nature of the incident, the school may then:

- Send a cautionary notice to the parent.
- Invite the parent into school to meet with a senior member of staff or the Headteacher.
- Contact the appropriate authorities (in cases of criminal behaviour).
- Seek advice from our legal team/the HCC legal team regarding further action (in cases of conduct that may be libellous or slanderous).
- Disallow the parent from the school site.

If a parent/carer's behaviour on a WhatsApp group breaches this policy and code of conduct, it is the prerogative of that group's moderator/s to remove the parent from the group.

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the Headteacher.