## What Roxeth will do

The school will always try to deal with concerns raised by parents in a professional and appropriate manner. We understand that parents may not understand or realise that they have used their social networking site inappropriately. Therefore the first step would be for the school to discuss the matter with the parent. The parent will be asked to remove the offending information. If the parent refuses to do this and continues to use social networking inappropriately the school will consider using the following action.

- Set out the schools concerns to you in writing, requesting the removal of the material

- Take legal advice and or legal action

- Contact the police where the school feels appropriate

- Block or restrict the offender from interacting on the school's social media

- Contact the host provider to ask for removal of the offending material

## Do you have a complaint?

Stage 1— Most concerns can be sorted out quickly by speaking with the child's class teacher. * It can be difficult to remain calm when you feel you have a valid complaint but avoid allowing anger and frustration to affect your interactions with the school. If you become angry threatening or abusive you will be asked to leave the premises.

Stage 2 - If you are still concerned following your meeting with the Class Teacher, please make an appointment with a member of the Senior Leadership Team and or the Headteacher to discuss this further.

Stage 3 –If you are not satisfied with the Headteachers investigation you may wish to pursue a formal complaint to the Governing Body. You should write to the Acting Chair of Governors Mr G Dunbar. He will mediate to move the complaint forward to a satisfactory resolution.

**For further information please look at the complaints policy on the school website**



# Roxeth Primary School

# Parent & Carer Social Networking Guidance

This leaflet will offer guidance to parents & carers on the appropriate use of social media in relation to complaints about schools.

## What is social networking?

Social networking is a platform to build social friendships or social relations amongst people who share the same interests, activities, backgrounds or real life connections. These online communications include software, applications, emails and websites, which enable users to interact, create and exchange information online. The content may include texts, pictures or videos. Increasingly these sites and services are accessed and updated through mobile devices.

## This guidance aims to:

- Encourage social networking sites to be used in a beneficial & positive way by parents

- Safeguard pupils, staff and anyone associated with the school from the negative effects of social networking sites

- Safeguard the reputation of the school from unwarranted abuse on social networking sites

- Clarify what the school considers to be appropriate and inappropriate use of social networking

- Set out procedures the school will follow where it considers parents have inappropriately or unlawfully used social media to the detriment of the school, its staff or its pupils or anyone else associated with the school

- Set out actions the school will consider taking if parents make in-appropriate use of social media

## Appropriate use of social media

Social networking sites have potential to enhance the learning and achievement of pupils and enable parents to access information about the school. In addition, the school recognises that parents will have social networking accounts, which they may use with friends to discuss school issues. As a guide individuals should consider the following prior to posting any information on the school networking sites about the school, it's staff and it's pupils.

## Inappropriate use of social media

Although school social networking sites may appear to be the quickest and easiest way to express frustration or concerns about the school, it is rarely appropriate to do so. A private and confidential discussion at the school, using the schools complaints process are much better suited to this.

Roxeth considers the following examples to be inappropriate uses of social networking within the school environment.

- Making allegations about staff or pupils

- Making complaints about the school or staff

- Making defamatory statements about the school or staff

- Posting negative or offensive comments about specific people or staff

- Posting racist or homophobic comments

- Posting comments which threaten violence

Parents should also ensure that their children are not using social media in an inappropriate manner. It is expected that parents would monitor their children's online activity.