

 St. Anne's Primary School in Shankill	 @followstannes	 www.stannesshankill.com
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Communicating via WhatsApp and Email

Background

Communication is a key focus and collectively as a school we have made great progress with communicating inclusively and effectively.

Rationale:

- To continue to promote positive and effective communication between home and school via WhatsApp and email.
- To establish guidelines in which to do this in a safe and respectful manner.
- This policy will contribute to our shared values of respect, trust and honesty.

Guidelines

WhatsApp:

- The WhatsApp groups for each class were set up as an inclusive communication tool for forgotten homework, arranging class socials, PTA messages and events etc.
- On some limited occasions, the school uses them to circulate reminders or to get urgent messages out to the parent body quickly (given the speed and accessibility of WhatsApp).
- These groups are not appropriate for airing issues around teaching methods, staff, school policy, other parents or children. (Please refer to the Parental Complaints Policy on our school website for the correct procedure to follow if you have a parental complaint or concern.)
- Please contact the school or teacher directly if you have an issue or concern.
- Please note that photos and videos should not be circulated on the WhatsApp group without prior consent from all parents / guardians.
- Please don't block up the group with replies of 'Thanks'.
- Please don't post on the group after 8pm or on weekends, where possible.

Email:

- Email is an effective medium to communicate with the class teacher and / or the school office.
- We would ask that emails are sent during typical office hours and not during the weekend or school holidays, where possible.
- We value your communication, and we will always endeavour to respond in a timely manner, whilst understanding that the priority for teachers during the school day is teaching your child / children.

"Communication works for those who work at it." - John Powell

Reviewed and Ratified by the Board of Management on the 24 th of March 2022.
