



Additional Guidelines for Parents

As you are aware, increased access to technology has changed the way we can communicate with one another. Lynch Hill School takes its role to alert children of the possible dangers of the internet very seriously. We acknowledge that our approach (which follows national guidance) may contradict parental approaches. We request that you:

Social Media:

- Please consider very carefully when sanctioning your child to have access to their own Social Media account. Guidelines are that they must be at least 13 years to set-up these accounts. A child in a primary school with any of these social media account means that the Date of Birth has been altered. This can be very dangerous for the children as some of the information they are open to are very unsuitable and could affect them emotionally and psychologically if not physically.
- Electronic communications (including Cyber-bullying), stemming from text messages, Social Media accounts (Instagram, Facebook, Twitter, Snapchat, BBM, WhatsApp, X-Box etc) often filter into school. We have a duty to investigate these and will contact you if concerned. We would like to encourage parents to periodically monitor their children's communications, to check that they are keeping themselves safe.

Complaints:

- Despite our best efforts, we are aware that there will be times when you (as a parent) may feel disgruntled with school. At these times, we ask that you share your concerns with school staff, rather than sharing your complaint on Social Media sites.
- We believe that by being able to discuss a concern, the matter can be positively resolved. Any concerns you may have must be made through the appropriate channels by speaking to a relevant member of staff: The class teacher, year leader, member of the Leadership Team or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned. Should you also choose, there is a complaints procedure, which is published on the school website, a copy of which can be obtained from the school's office. All complaints seriously and thoroughly investigated.
- We are happy to discuss with you any concerns you may have. Parents who have an urgent reason to contact their child's teacher first thing in the morning must do so through the office and not go into the classroom before school. We are more than happy to receive emails – (the office address is **office@lhspa.org.uk**), alternatively class teachers can be contacted using their school emails (**initial.surname@lhspa.org.uk**), Teachers will respond to emails in a formal manner.

Recording & Sharing School Events:

- We understand, that during school events, you wish to film or record your child. We are happy for you to do this. However, please be mindful when posting photographs or videos of your children that clearly have other children in the picture. To safeguard all pupils, we would request that parents / carers do not post pictures or videos of pupils other than their own child on social networking sites (*unless prior permission has been sought*). Cropping a photograph can help overcome this issue.
- We also request that when 'capturing the moment', your phone, tablet or camcorder is not held up high, so as to restrict the views of other parents.

Please feel free to contact a member of staff, to discuss this further.
We thank you for your support in this matter.