

# Haytor View Community Primary School & Nursery

## Unreasonable Behaviour in the Use of Social Media by Parents and Carers



*Learning together - enjoying success - aiming high - celebrating difference –  
enriching community*

At Haytor View Community Primary School we recognise that parents and carers are the single biggest influence on their children and their achievements. Therefore, we are committed to building positive and responsive relationships with parents and carers so that together we can ensure that our young people get the most out of their time with us.

In a minority of cases, parents or carers pursue their concerns in a way that is unreasonable and inappropriate, not following the school complaints process. They may behave unacceptably or be unreasonably persistent in the way in which they present their concerns which may include inappropriate comments posted on social media.

Whilst we recognise the right of privacy for all parents and carers in their use of social media, behaviour will not be tolerated and legal advice sought where parents or carers are abusive, offensive, threatening or behave unacceptably online when making comments in relation to members of school staff, which may include personal or defamatory comments.

Where such behaviour exists it can hinder the school's ability in addressing the concerns of a parent, and can generate barriers to the school's ability to best serve the child, compromising the school's ability to effectively provide for the child.

In such circumstances, the school will refer to the Local Authority's policy for managing unreasonable behaviour by parents or carers, this may lead to consideration of a ban of the parent to the premises in line with Section 206 of the Education Act 2001 in order to protect the well being of staff and pupils.

If you have concerns regarding the school's provision, please arrange to speak with the Co-Head Teacher or write to the Chair of Governors if the complaint is in relation to the Co-Head Teacher, in order that the formal complaints process is followed.