



26 February 2026

Dear Parents and Carers,

Guidelines for Online Communication - WhatsApp

At Chapman Primary School we pride ourselves on the strong sense of community and collaboration between our staff and families. In recent years, WhatsApp has become a popular tool for parents to organise playdates, discuss school events, and support one another.

While these groups can be a fantastic resource for building connection, they can also occasionally lead to misunderstandings or become a source of stress. To ensure our digital spaces remain positive and respectful, we would like to share some best practices for our school community.

To ensure a positive environment for our staff and students, we kindly ask that you keep the following in mind:

- **Constructive Channels:** If you have a concern regarding a teacher or a situation, please reach out to the school front office staff to book a meeting. Solutions are best found through direct, private dialogue.
- **Professionalism & Privacy:** Our teachers work tirelessly to support your children. Discussing staff members or individual students in public digital forums can be hurtful and often leads to misinformation.
- **Modelling Kindness:** We are constantly teaching our students about digital citizenship. We invite you to join us in modelling the respectful online behaviour we expect from them.

Our doors are always open, and we appreciate your support in keeping our community a kind and professional space.

To keep communication helpful and healthy, please consider the following:

- **Keep it Purposeful:** Use the group for logistics and community building.
- **Privacy Matters:** Prevent comments outside the expectations of confidentiality, cooperation, courtesy and respect of all community members.

When to Take it Offline

Not every conversation belongs on a group chat. We kindly ask that:

1. **Individual Concerns:** If you have a concern regarding your child's progress or a specific incident or situation, please contact the teacher directly via email or the school front office.
2. **Constructive Feedback:** We value your input. If you have suggestions for the school, please use our official channels, scheduled meetings, or direct email so we can address them effectively.

Our children look to us to see how to navigate the digital world. By keeping our adult chats kind, inclusive, and solution focused, we model the digital citizenship skills we teach.

Thank you for your continued partnership in making Chapman Primary School a welcoming environment.

Yours faithfully

Chapman Primary School