



St. Elizabeth's Nursery

Parent WhatsApp Group Policy

Aims and Objectives

Parent WhatsApp Groups are defined as groups administered by Nursery Representatives (Nursery Reps) on behalf of St Elizabeth's Nursery.

As such, all communications within these groups should be respectful of the Nursery ethos and reflect the values of the nursery: **Equality, Friendship, Love and Respect.**

The aim of this policy is to outline the purpose, extent and reach of the Parent WhatsApp Group.

This policy communicates the procedures that will support the safe space of Parent WhatsApp Group, including a resolution pathway to report and escalate issues of concern.

Purpose of Parent WhatsApp Group

The main method of communication from Nursery to parents is via weekly or daily emails which parents are expected to read, as these contain essential information.

Parent WhatsApp Group is set up by the Nursery Reps to support home school communications in addition to Nursery mails sent out by the Nursery staff.

The main purpose of the Parent WhatsApp Group is to share information regarding support needed for calendar events. The Group also supports the work of the St Elizabeth's Primary School PTA, including events, collections and nursery-related parent socials.

The Nursery has a safeguarding responsibility and duty of care for all pupils, families and staff members in the nursery and these groups have a right to privacy and respect.

The Nursery must respond where emotional distress or reputational damage to individuals or the Nursery are at risk.

The Nursery takes its responsibilities seriously and reported incidents will be investigated and, where considered necessary, referred to external agencies.

Extent & Reach of Group

All parents of a child enrolled in the Nursery are invited to join the Parent WhatsApp Group by the Nursery Reps. This may be by direct personal contact or by letter.

The Nursery will **not** share any parents' contact details with the Nursery Reps to set up groups.

The Parent WhatsApp Group must include only current class parents.

Parents may choose not to be part of a Parent WhatsApp Group.

The role of the Nursery Rep

The Nursery Rep will:

- Invite parents to join the Parent WhatsApp Group
- Respect parents' wishes not to be part of the Parent WhatsApp Group
- Foster a supportive, kind space, where parents feel welcome
- Monitor postings on the group and take action if they see inappropriate comments or if parents raise concerns. This may involve deleting or requesting the deletion of posts which do not adhere to this policy.
- Communicate information at the request of the St Elizabeth's Primary School PTA and St Elizabeth's Nursery.
- Help to clarify simple queries in a positive and constructive manner and contact the office if they need further information and clarification.
- Encourage parents to contact the Nursery with queries, concerns or complaints
- Inform Mss Delia in the first instance of any breaches of this policy.

Posting on the Parent WhatsApp Group

The primary purpose of the Parent WhatsApp Group is to share communications from St Elizabeth's Nursery or the St Elizabeth's Primary School PTA to the parents.

All members of the Parent WhatsApp Group should think carefully before posting online and consider the feelings that might be experienced by the recipients. In a text environment, non-verbal communication has been eliminated. It is easier for a written message to be misunderstood or to cause offence.

All members of the Parent WhatsApp Group should be aware that as with all written communications, posts can be shared beyond the intended audience and parents are asked not to do this.

Parent WhatsApp Group must not be used to air grievances, nor to co-ordinate parent involvement in non-Nursery related activity.

If parents have a Nursery related query or concern, they should contact the Nursery.

Parent WhatsApp Group members should not use WhatsApp or other social media platforms as a tool to:

- Identify or post images/videos of pupils and for safeguarding reasons, children's names and personal details should never be used
- Post abusive or personal comments about staff, pupils (including your own child) or other people
- Bring the Nursery into disrepute
- Post defamatory or libellous comments
- Circulate or initiate postings that have abusive, discriminatory or racist content
- Use the platform to publicly challenge Nursery policies or discuss issues about individual children/families, including your own child/family
- Use behaviour or language which could be interpreted as threatening or intimidating

The points above also apply within households. WhatsApp is not an appropriate platform for sharing or airing home issues.

Humour and jokes by their very nature, can be made from one person/group to the detriment of another. It is often difficult to differentiate between jokes and discriminatory comments and therefore, in the interest of mutual consideration – humour / jokes / memes should not be shared on the Parent WhatsApp Group.

Politics can be divisive. To ensure that the Parent WhatsApp Group remains a neutral space, parents are requested to refrain from political narrative.

The Parent WhatsApp Group should not become an open chat space. Individual / smaller group conversations should be conducted outside the Parent WhatsApp Group.

Associated WhatsApp Group

To separate communication flow, but also to acknowledge the value and social convenience of electronic communication, some class reps have established Associated WhatsApp Groups. These groups offer extended support for the classroom community, sharing non-classroom related information and offering a community space. This model eases information flow, particularly for families who prefer minimal electronic communication.

This policy applies to the Parent WhatsApp Group set-up for the benefit of the entire classroom community **only**, which are administered by Nursery Reps.

Safe Space of Groups and Escalation Pathway

Parent WhatsApp Group should be a safe, supportive space, where families receive and share useful information about Nursery activity.

If you have concern about a posting on the Parent WhatsApp Group, in the first instance – raise your concern with your Nursery Reps. Through a process of local discussion, the issue may get resolved informally and speedily.

If local resolution with the support of a Nursery Reps does not address your concern you can escalate the matter to Miss Delia, or Deputy Manager Miss Liz, for investigation.

Miss Delia will investigate your concern within 2 weeks, and will feedback her decision to all parties. There could be many potential outcomes, examples of which are that a party would be issued with a caution or that the Nursery Reps will be required to temporarily or indefinitely exclude parties from the Parent WhatsApp Group that are set-up for the benefit of the Nursery community **only** and administered by Nurery Reps.

An indefinite exclusion would extend beyond the relevant academic year.

If parties remain dissatisfied at the conclusion of Miss Delia's investigation – they have the right of appeal to the **Chair of the Nursery Management Committee, Dr. Oona Stannard**. The Chair's decision will be regarded as full and final.

While an investigation is in progress – all parties involved are requested not to make any postings on the Parent WhatsApp Group. If this is not adhered to, the Nursery Rep will be required to remove the relevant party from the groups, while the matter is being investigated or pending outcome.

Policy agreed **GDPR Communication Consent Declaration**

To confirm your consent to be added to the Parent WhatsApp Group and adhere to the rules and regulations set out in this policy, please complete the details below and return in your child's reading packet.

Full name of child attending Nursery	
Full name of parent / guardian	
Email address	
Mobile Telephone No.	
Date	Signature

Policy dated June 2025