



## User Agreement for ClassDojo and Respectful Messaging

### Between Primary School Staff and Parents

#### 1. Purpose of ClassDojo Communication

ClassDojo is a tool used to enhance communication between school staff and parents.

It is intended to:

- Share updates on pupils and classroom activities
- Provide important school announcements
- Encourage positive student behaviour and engagement
- Facilitate respectful communication between teachers and parents

#### 2. Expectations for Staff

School staff agree to:

- Use ClassDojo for professional and appropriate communication related to student learning and school matters
- Respond to messages within reasonable working hours (Monday-Friday, during school hours)
- Maintain confidentiality and adhere to safeguarding policies
- Use respectful, clear, and constructive language in all communications.

#### 3. Expectations for Parents

Parents agree to:

- Use ClassDojo primarily for school-related inquiries and updates
- Send messages during appropriate hours, avoiding late evenings, weekends, and holidays
- Communicate respectfully with staff, using polite and constructive language
- Refrain from discussing sensitive or confidential matters in public ClassDojo forums
- Understand that responses may not be immediate, as teachers have classroom responsibilities.

#### 4. Appropriate Use of Messaging

- Messaging should be used for brief inquiries related to pupils' information, classroom activities, or general school matters
- Urgent concerns should follow the school's official communication channels (e.g., phone call/email; arrange in-person meetings)
- ClassDojo **should not** be used for:
  - Discussing other pupils or families
  - Reporting an absence
  - Making complaints or raising grievances publicly
  - Pressuring staff for immediate responses outside school hours

DIRECTOR OF PRIMARY EDUCATION: Mrs R Ashe, BA (Hons), PGCE, NPQH  
INTERIM HEADS OF SCHOOL: Mrs G Thelwell, BEd (Hons) and Mrs J Hales, BA (Hons)

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## 5. Privacy and Safeguarding

- All communication must respect student and staff Privacy
- No sharing of personal pupil information or images without consent
- Parents and staff must not share screenshots of ClassDojo messages outside the platform.

## 6. Breach of Agreement

- If a parent or staff member does not follow these guidelines, they may receive a reminder about appropriate communication
- Continued misuse of ClassDojo may result in restricted access to the messaging feature or alternative communication methods being used.

## 7. Agreement and Acknowledgment

By using ClassDojo, both staff and parents acknowledge and agree to abide by the terms outlined in this agreement to foster a positive and respectful communication environment.

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