



EMAIL PROTOCOLS FOR PARENTS

Parents should email their child's teachers via Compass.

Email may be a fast and convenient way for you to send messages but this may not be the case for many of our teachers. Teachers read emails at different times of the day and so an immediate reply is not possible.

Depending on the nature of the email, you may not receive an email reply at all, since the staff member will determine how best to contact you: by email, phone call or to schedule a personal conference.

To use email effectively in a school setting, we have developed the following guidelines for parents/carers:

Email is appropriate for:

- Brief enquiries about general school matters
- School related issues only
- To pass on relevant information to the appropriate personnel e.g. minor issue
- As a communication tool between teachers and parents.
- When agreed between the teacher and the parent (following a face-to-face contact) email may be used as a form of regular communication about a student's day at school in place of a communication book.

Email is not ideal for:

- Your child's academic progress. This is best addressed through a telephone conversation or a personal conference with your child's teacher.
- Use as a tool for in depth discussion but can be used to raise a topic to be discussed at a face to face meeting
- Sending non-vital messages by this medium. For example, do not use email to inform the school that your child is to meet you somewhere when the day ends. Instead, use the telephone to contact the office to be sure that the message is received and clearly understood.
- Threatening or offensive language

When sending email:

- Identify yourself in the subject line of your email and if appropriate, the name of your child.
- It should only be addressed to the intended recipient (To: as the primary recipient)
- The use of 'Cc' (Carbon copy) is to be used if you would like another recipient to be aware of your email as a secondary recipient but not as an invitation to respond
- Ensure emails are respectfully written, as meaning can be misinterpreted.
- Acknowledgement of emails received by staff should be given within 2 working days, between the hours of 8am and 5pm Monday to Friday. We ask that parents not email teachers on the weekend or during holiday periods.

Privacy:

- Please remember that email is not necessarily confidential and can be subject to FOI (Freedom of Information) regulations. Confidential information should be conveyed by phone or personal contact.