

Wednesday 11th September 2024

RE: Guidelines Regarding Parental E-mail Communication

Dear Parents and Carers,

I hope this letter finds you well and are enjoying the second week back. As we strive to maintain clear and effective communication between home and school, I would like to set out some reasonable expectations when emailing the school. Our goal is to ensure that communication remains constructive, respectful, and efficient, ultimately supporting the best interests of our children. All email addresses can be found on our school website.

- 1. Respectful Tone and Language:** We kindly ask that all emails be written in a respectful and courteous tone and refrain from highly emotive language. Polite language fosters positive relationships and helps in addressing concerns more effectively.
- 2. Email Timing:** Teachers are dedicated to providing the best educational experience for your children. To respect their personal time and work-life balance, emails sent outside of these hours may not be read or responded to until the next working day; this also applies to all emails sent to the school and our staff.
- 3. Response Time:** As a school, we will make every effort to respond to emails within 48 hours during the school week. Please be mindful that immediate responses may not always be possible due to teaching responsibilities and other commitments.
- 4. Purpose and Clarity:** To facilitate a prompt and accurate response, please clearly state the purpose of your email in the subject line and provide specific details in the body of the email. This helps us to understand the context and address your concerns more effectively.
- 5. Appropriate Channels:** For urgent matters or emergencies, please contact the school office directly rather than emailing teachers. For issues concerning school policies or administration, reaching out to the appropriate school office or administrator is more effective. Please do not email class teachers to relay information about your child's absence, trip details, school clubs, parent's evening scheduling or other administrative matters. This administrative information should be communicated directly to the school office.
- 6. Meeting Requests:** If you would like to discuss a matter in detail, consider requesting a meeting with the necessary staff member rather than attempting to resolve complex issues via email. This allows for more comprehensive and nuanced discussions.
- 7. Confidentiality:** Please remember that email is not always a secure medium. Avoid sharing sensitive or confidential information via email.

8. Constructive Feedback: We value your feedback and encourage constructive comments that contribute to the improvement of our educational environment. If you have concerns, framing them in a constructive manner will help in finding positive solutions.

Please know that if a member of staff has any concern about an email they have received that fails to acknowledge this polite protocol, they will not respond and will instead forward the email to myself to decide what course of action to follow.

By following these guidelines, we can ensure that our communication remains effective, respectful, and supportive of our shared goal: the academic and personal growth of our pupils. Thank you for your cooperation and understanding.

Should you have any questions or need further clarification, please do not hesitate to contact the school office.

Kind regards,

M Hayes

Miss Hayes
Head of School