



Email Protocol During the COVID-19 Period in School

From September 2020

In school, during this period, we are, naturally, having to make changes to some of the ways we communicate with parents.

As parents are unable to communicate face to face with staff, we encourage the use of the class email to flag up any queries and concerns that you may have, or that school may have, with regards to your child.

We also understand that communicating in this way, has some shortcomings. This protocol, therefore, is designed to establish clear expectations for both staff and parents in the use of email as a means of communication.

Expectations of both Staff and Parents:

- Make sure the purpose of your email is clear - do you require action, or is it for information only
- Staff and parents must be careful NOT to disclose the email address of others without permission to do so.
- Please be conscious that the tone or intent of an email can easily be misunderstood. If this is the case, please get in touch by phone rather than email.
- Emails should be brief and informative
- Emails should always be respectful and constructive and never be negative or confrontational
- Emails must never write or seek personal information about a third party
- Emails must never contain personal or sensitive information other than references to your own child as necessary
- Staff and parents are not expected to respond to emails that are contentious

Expectations of Staff:

- Staff will to reply to an email within 24 hours - staff will not be able to reply to emails in the time they are teaching in class (8.30am - 3.30pm). If the issue requires an urgent response, they will make phone contact with the parent who sent the email
- Staff will not respond to abusive emails, these will be forwarded to the Head Teacher and/or the Chair of Governors
- Email should not be used to discuss a sensitive issue which was not initiated by a parent or had not been previously discussed with a parent
- If an email is received that requires time to gather information, the staff member will acknowledge the email and indicate when an informed response will be sent

Expectations of Parents:

- Parents can expect a timely response to an email, this will be outside of classroom hours. If the issue is urgent and requires an immediate response, please telephone the School Office.
- Please respect staff personal time. Please do not send emails outside of work hours and expect an immediate response
- General emails to school should continue to be sent directly to clsstcuthberts@durhamlearning.net

September 2020

