

PROTOCOL FOR THE USE OF EMAILS FOR COMMUNICATION

At Awbridge we are committed to working in partnership with home to ensure that every child enjoys school and achieves their very best. To this end, we continually review the effectiveness of our systems for communication. From September 2014 teacher emails will be available for parents to use if they are unable to speak face to face. Guidance for this is as follows:

- + Teachers will respond to emails outside of class teaching time but during their working day
- + Emails should be used for quickly resolved misconceptions / information sharing purposes
- + Parent emails should be acknowledged within 48 hours of receipt and if necessary followed up more thoroughly via meetings or telephone calls
- + Issues raised regarding a child should never include a written response that refers to another child by name
- + Emails sent and received during the evening and at weekends should be responded to on the next working day. Teachers may choose to prepare a response which is stored within 'draft' folders
- + Teachers will copy in at least one AHT or the EHT if an important concern is communicated by a parent, so that the school leadership team are fully informed
- + School leaders will ensure that any issues or concerns received from parents via email are shared with the class teacher as soon as possible and will always recommend that a parent raises their concern with the class teacher in the first instance
- + Many parents like to give positive feedback to the school following events and activities and these are always valued by the school team and should be shared where appropriate
- + Any abusive written communication will be referred to the Executive Heateacher immediately

Communication face to face at a mutually convenient time is always preferable but as a school, we do recognise and appreciate that busy working and family lives can make this more difficult during school hours.