

Signed CoG:	Name: Julie Wilkins	Review Date: T1 20/21
Signed Head: <i>AMartin</i>	Name: Anna Martin	Next Review Date: T1 2021/22



*Courageous, Caring, Inspired*

# Email Protocol Policy

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## 1. BACKGROUND

CCI is committed to open, honest and timely communication. We are also committed to communication being respectful, measured, sensitive and constructive.

In adhering to these principles we aim to strengthen the goodwill and the positive partnership between parents and the school, to enhance the wellbeing and learning opportunities for the children.

## 2. PURPOSE

The aim of these guidelines is to:

- clearly articulate the School's commitment to positive use of the email system for communication
- to acknowledge the potential benefits of staff and parents communicating via email, but also understand its shortcomings
- establish clear expectations for both staff and parents in the use of email as a communication tool.

## 3. DEFINITIONS

- "School" means Christ Church C of E VC Infant School - CCI.
- "Parent" means parent, guardian, carer

## 4. PROCEDURES FOR IMPLEMENTATION

Email is an environmentally friendly way of communicating that can save time when used effectively. We acknowledge that email is very convenient for parents who are working and find it difficult to catch up with school staff during regular work hours. Having said that, our school community values face-to face and telephone conversations, and understands that these forms of communication are preferred in many situations.

### Expectations of Both Staff and Parents

When communicating via email, staff and parents are expected to adhere to email etiquette, including:

- Emails are at their best when they are brief and informative. Issues that require a level of detailed discussion should be dealt with in person or over the phone.
- At the beginning of an email the sender can use 'No reply necessary' to convey an information sharing email only.
- Emails should always be respectful and constructive. If the email relates to a concern or problem, it ought to be focused on understanding the problem and finding a solution.
- Emails work best when they are positive. Avoid sending negative or confrontational emails. Email is not to be used to vent. We never say in an email what we wouldn't say to the recipient's face.
- Never write about or seek personal information regarding third parties (staff, students or parents). Likewise, emails containing personal or sensitive information should not be passed on to a third party without permission of the sender.
- The tone or intent of emails can easily be misunderstood, especially where humour or sarcasm is involved. Be conscious of this and think about how the email may be interpreted.
- Avoid writing in capitals as this is harder to read and changes the tone of the email.
- Staff and parents are not expected to respond to emails that are contentious or require ongoing dialogue. A face-to-face meeting should be arranged in this circumstance.

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- Group emails have the potential to waste the time of many, so avoid sending emails to anyone for whom it is not relevant – this includes a general reply that is just for the original sender and not the whole group. It is also courteous to avoid time wasting emails, including jokes, chain letters and commercial solicitations.
- Make sure the purpose of your email is clear...do you require specific action or is the email for information only?
- When emailing a group, staff and parents must ensure they do not disclose the email addresses of others without permission to do so. (Blind CC should be utilised)

### Expectations of Staff

- Email should not be used to discuss a sensitive issue which was not initiated by the parent or had not been previously discussed with the parent.
- When an email is received from a parent that requires some time to gather information and reply properly, the staff member should respond acknowledging that the email has been received and indicate when an informed response will be sent.
- Staff will aim to reply to parent emails within 2 working days. Where there is a teaching job share please email both teachers so the teacher who is in school can respond.
- When on holiday, staff will activate an auto-reply message detailing relevant leave dates.
- Staff may choose to send or respond to work related emails at a time of their own choosing, but there is no expectation to respond to these emails outside of school hours (8:30-4:30).
- Staff should use the CCI standardised signature format for emails sent from staff accounts.  
This will include this Disclaimer statement:

### Name



### Job Role

Christ Church CE VC Infants, Downend, BS16 5TG

[www.christchurchinfants.co.uk](http://www.christchurchinfants.co.uk)

01454 866562

**Disclaimer:** This email and any attachments are confidential. Any views or opinions expressed in this email are those of the sender only, unless otherwise stated. If you are not the intended recipient, please notify the sender by replying to the email, and then delete it without making copies or using it in any way. Although attachments will have been checked for viruses, you are urged to carry out your own virus check, since CCI accepts no responsibility for loss or damage caused by software viruses.

- Staff are not to respond to offensive or abusive emails and should forward them to the Head teacher. The Zero Tolerance Policy will then be implemented and the school can make the decision to block incoming mail from that person.
- Staff should BCC any teaching assistants or other staff who do not wish to share their email addresses.

### Expectations of Parents

- Please only send non-vital messages by email. For example, do not use email to inform a teacher that your child is not going to a club that afternoon, as the teacher may not see the message in time. Remember that given work demands teachers may not get to read emails until late in the day.

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- Emails that are intended for the office staff should be sent directly to the school's email address, that being: christchurchinfants@sgmail.org.uk
- Remember to respect staff personal time, including weekends and holidays. Parents may send emails outside of work hours but should not expect an immediate response.
- It is the responsibility of every parent to keep the school office and class teacher up-to-date with current email addresses.
- Parents should not email teaching assistants and should only contact teachers, the office team or the Deputy Head/Head teacher via email. These email addresses will be provided by the office team.

## 5. REVIEW AND POLICY HISTORY

These guidelines are due for formal review in September 2022 although it may be changed at any time as required after approval by the Head teacher.

## Appendix

Class	Teachers name	Email address
Tiger	Miss Georgia Robbins	<a href="mailto:Georgia.Robbins@sgmail.org.uk">Georgia.Robbins@sgmail.org.uk</a>
Panda	Miss Helen Smith	<a href="mailto:Helen.Smith5@sgmail.org.uk">Helen.Smith5@sgmail.org.uk</a>
Lion (M-T)	Mrs Botteley	<a href="mailto:Emma.Botteley@sgmail.org.uk">Emma.Botteley@sgmail.org.uk</a>
Lion (W-F)	Mrs Mills	<a href="mailto:Claire.Mills@sgmail.org.uk">Claire.Mills@sgmail.org.uk</a>
Giraffe	Miss Gould	<a href="mailto:Amelia.Gould1@sgmail.org.uk">Amelia.Gould1@sgmail.org.uk</a>
Crocodile (M-T)	Mrs Jenkins	<a href="mailto:Katherine.Jenkins@sgmail.org.uk">Katherine.Jenkins@sgmail.org.uk</a>
Crocodile (W-F)	Miss Essex	<a href="mailto:Katherine.Jenkins@sgmail.org.uk">Katherine.Jenkins@sgmail.org.uk</a>
Cheetah	Mrs Jenni Rylands	<a href="mailto:Jenni.Rylands@sgmail.org.uk">Jenni.Rylands@sgmail.org.uk</a>
Penguin (M-T)	Mrs Roxy Jefferies	<a href="mailto:Roxanne.Jefferies@sgmail.org.uk">Roxanne.Jefferies@sgmail.org.uk</a>
Penguin (W-F)	Mr Jones	<a href="mailto:Gareth.Jones5@sgmail.org.uk">Gareth.Jones5@sgmail.org.uk</a>
Zebra	Miss Chevassut	<a href="mailto:Rachel.Chevassut@sgmail.org.uk">Rachel.Chevassut@sgmail.org.uk</a>
SENCo	Mrs Sooz Dickinson	<a href="mailto:Susan.Dickinson@sgmail.org.uk">Susan.Dickinson@sgmail.org.uk</a>
Head	Mrs Anna Martin	<a href="mailto:Anna.Martin@sgmail.org.uk">Anna.Martin@sgmail.org.uk</a>