



# Oaklands Community Primary School

## Teacher and Parent Email Communication Policy

Communicating via email is no longer a luxury for some, but a necessity for working. As a teacher, it has become our primary source of communication with colleagues and other professionals. For many busy working parents email is a quick and direct way for them to contact the school. During our Coronavirus Lockdown we provided the teacher's email address to parents so that we could provide a direct link particularly while parents are supporting their children's home learning.

However it is wise to consider the appropriate etiquette as it is imperative for effective communication. It is also imperative to be clear with both teachers and parents the expectations during email communication.

### **Teachers will:**

Only use their school email account to respond to parents queries most school communication will continue to be via SZAPP.

Respond to parents queries within 48 hours during school term time only.

Be brief and to the point – If a lengthy response is required a member of the Senior Leadership Team may ring the parent or ask the parent to come in for a face to face meeting.

Not use email as anyway to avoid personal contact with a parent

### **Teachers are not required to:**

Read or respond to emails out of term time (unless there are extenuating circumstances such as the current lockdown)

Read or respond to emails between the hours of 6pm and 8am or anytime at weekends

Teachers will not reply to emails during teaching time.

### **Parents should:**

Be brief and to the point when emailing teachers

Not expect an immediate response (see above)

Avoid using email for complaining or venting, if you have a concern outline it in brief and the teacher will investigate and either respond directly or forward to a member of the Senior Team.

Not ask teacher for information that is available on the SZAPP, newsletter or the school website.

Contact the school office for general enquires.