



Burnopfield Primary School

Email Guidelines

At Burnopfield Primary School we welcome open communication with our parents and carers. We believe our “open door policy” fosters effective communication between staff and parents and is in the best interests of the children’s education, care and wellbeing whilst in school.

Effective Email Communication

Guidelines for appropriate email etiquette when communicating with staff:

- Email communications can be used to send clear and concise messages for various purposes. They may be sent in order to provide staff with important information about their child(ren), to explain an issue, to state a concern, or to ask a question.
- All communications with staff should meet the same standards of civility, whether written or face to face. Respect for one another should be evident in tone and language, as well as content.
- If a communication requires a rapid response, talking to the office staff or phoning the school may be a better option.
- Allow a reasonable amount of time for staff to respond to your communication (within 24–48 hours during term time but not over a weekend). If you have not received an expected response, follow up with a phone call to the office or arrange a meeting with the member of staff.
- Staff will not be expected to monitor or respond to emails out of their normal working hours (including weekends and school holidays). Whilst parents may compose emails at times to suit their own needs it is expected that emails are not normally sent outside of a member of staff's normal working hours. Mobile phones and other electronic devices that enable staff to access their school emails when away from school can make it difficult to ‘ignore’ a message from a parent, leading to unnecessary worry and anxiety on the part of the staff.
- Reread what you have written after you have composed your email to ensure that all of the above-mentioned guidelines have been followed. Remember that anything you write in an email provides the recipient with a permanent written record. Review your message once more before sending it to be sure that you are communicating the message you intend.

All communication must respect the dignity of the recipient

Please be reminded that email communications may seem abrupt or confrontational when written in haste or annoyance. Therefore, email may not be the best means to facilitate discussions on issues of significant concern. Such issues are best left to a personal meeting. Meetings can be arranged through the office.

Whilst this is rare, if a member of staff receives an email which is of an aggressive tone, sets unreasonable demands or could otherwise be interpreted as harassing, they will refer this to a member of the Senior Leadership Team and the Chair of Governors, who will decide what

consideration needs to be given in dealing with further communication.

Complaints procedure

There is an agreed [procedure for dealing with complaints](#). Parents should refer to this.