



Polite guidelines regarding parental e-mail communication with classteachers

These simple guidelines are offered in a spirit of partnership and respect. We believe that if everyone is kind enough to follow them the strong, positive relationships we enjoy will continue.

The perspective of the class teacher

Classteachers think that at least 95% of parents use e-mail communication appropriately and reasonably. Thank you.

They are very happy to respond to parents who send occasional e-mails to them communicating a query, important information, or a lower level concern

Classteachers are busy: their job is an intense one and they work long hours. Their priority focus is educating children and they only have a small amount of time available to read and respond to e-mails.

Please do:

- use e-mail to communicate information about children's learning, homework and any upsets or concerns that classteachers need to know about
- keep your e-mails succinct and to the point: less than 8 lines is appreciated.
- understand that if an e-mail is sent in the morning or within the working day teachers may not have time to open it until the end of the school day, or even later if they are involved in a meeting.

Please don't:

- expect e-mails to be read and responded to by classteachers at the weekend. They are not at work at that time
- e-mail classteachers to relay information about your child's absence; trip details; school clubs; lost clothing; parent consultation meeting scheduling or other administrative matters. This administrative information should be communicated directly to the school office
- send long, highly detailed e-mails relating to a concern – simply send an e-mail requesting a face-to-face meeting
- send highly emotive e-mails (containing words in bold; in capitals; with multiple exclamation marks) or e-mails that contain sarcasm. If you feel strongly about something (and you may have a very good reason for doing so) a politely conducted face-to-face meeting is required.

Please know that if a class teacher has any concern about an e-mail they have received that fails to follow this polite protocol they will not respond, but instead forward the e-mail to the Headteacher or Deputy Headteacher who will make a decision regarding what course of action to follow.