



Whitehouse Primary School Guidelines for Parent/Staff Email Contact



We are providing some guidelines for the appropriate use of staff/parent email communication so that expectations are clear for everyone.

Parents should:

- Use the email address provided this year to contact your child's teacher in the need to ask for further information about your child's home learning or to report pastoral care/child protection concerns about your child. Staff will not be able to comment on general questions e.g. When will school start again? Who are the official school uniform suppliers? etc. This type of information will be sent from the office as required.
- Email any queries Monday-Friday between 9am-3pm. Emails will not be answered after 3pm or at weekends.
- Only email with questions that have NOT already been answered. We know that a lot of information has been given lately and it is difficult to keep track of it all. To help with this we have published a list of Frequently Asked Questions and answers about home learning. Please check this first before emailing.
- Only contact your child's current teacher (unless you are emailing another teacher involved with your child e.g. one of our SEN staff). Please do not email the teacher from the year before or a teacher you know from outside school. Please ensure the parent is the person who is emailing and not your child! Given the age of our pupils it is not appropriate for them to email staff.
- Make sure that language used in emails is appropriate – any emails with perceived aggression/inappropriate language will not be responded to.
- Follow the parent/staff/visitor charter at all times.

Staff should:

- On a working day, endeavour to respond to emails on the day they are received, by 3pm that afternoon as far as possible.
- Make sure that language used in emails is professional and appropriate – responses should be respectful and as helpful as possible.
- Direct parents to the FAQs document on the website for any queries that have already been answered.
- Ensure responses are correct and in line with the relevant school policies/guidelines.
- Only respond to emails about pupils who are currently in your class. (With the exception of SEN and Child Protection staff).
- Forward any inappropriate emails to the Key Stage Leader who will deal with the issue.
- Follow the parent/staff/visitor charter at all times.

We hope that this will help with home/school communication over the period of school closure and that the school community will respect the guidelines given.