



## NEWCASTLE UNDER LYME SCHOOL

### **Guidance to Parents on the Use of Emails**

The following guidelines are issued to parents to summarise what they can expect from the School in respect of email communication.

(a) Parents are welcome, and encouraged, to communicate with members of staff by email when they wish to ask a question or express a concern that they would otherwise have communicated by letter or telephone but where email is more convenient for them.

(b) Parents are advised that they can expect a response to any contact they make with the School (be it by letter, telephone or email) as soon as is possible. In certain circumstances this response may simply be an acknowledgement where more time is needed to investigate the matter raised.

(c) Parents need to be aware that staff are not obliged to respond to emails out of working hours. Emails sent during school holidays should not expect a reply until term time.

(d) Parents are advised that it is not possible for members of staff to engage in an ongoing regular dialogue about the progress of a particular pupil where the nature of that dialogue would make it impractical for the member of staff to do this for all pupils. We reserve the right for teachers to refrain from further contact where the demands for information become unrealistic.

(e) When members of staff reply to an email received from a parent, the reply will be sent to the originating email address. The School cannot be held responsible if the information contained in such a reply ends up being received by a recipient other than the intended parent.

(f) Parents are advised that any email received from them by the School will form part of our formal record of communication with them and may be kept on file. All

emails received by the School will be treated in the same way as a letter, including emails registering a complaint.

(g) Parents are reminded that both they and members of staff are entitled to expect all communication between themselves and members of staff, including by email, to be polite and courteous.

(h) Parents should contact us directly with concerns rather than raise them on social media sites before we have had the chance to respond.

September 2020