

Protocol and Guidelines for Email PARENT COMMUNICATION to School

INTRODUCTION

1. ICS Milan recognises that electronic mail (email) is a valuable communication tool that is widely used across our society. Staff members are provided with ICS Milan email accounts to improve the efficiency and effectiveness of parent/teacher communication and internal staff communication.
2. The school reserves the right to block or filter email messages to staff that are not directly related to school business or to the school's educational mission.

GUIDELINES FOR EMAILS INITIATED BY PARENTS

Please be mindful of the following:

- Only use the school system provided email account for communications with staff.
- Whatsapp must not be used to communicate directly with any member of the school teaching staff.
- Contentious, emotional or highly confidential issues are always best discussed face to face. Use email to set up the meeting only.
- Email messages to staff should be consistent with professional practices for other correspondence. Please refrain from using language which is discourteous or defamatory against either the individual and /or the school.
- All emails that reside on the school server may not be confidential. This means that email messages may be requested by the public under the Freedom of Information laws and may, unless they are exempt under the law, be open to public inspection.
- Keep emails succinct and avoid assumptions.
- Most teachers prefer to speak directly to individual parents in person or via telephone and use email mainly for setting up meetings or for issuing reminders
- Please note that some teachers read their email messages in the morning before school, some read them at the end of the day, and some read them during the school day.
- Teachers have many children in their care. Please be aware of the potential for a very large number of emails that your child's teacher may receive in any one week.
- For these reasons, please remember that if you choose to send an email message to a staff member, you will receive a timely response, however it may not be immediate, and it may not be via return email. We ask all teachers to aim to acknowledge every email within 24 hours. Some emails may require a longer time period to gather specific information and we

will keep parents updated as to the expected timescale (generally no longer than 1 working week)

When using email:

Please remember that your child's teacher holds your child's well-being and your concerns with the utmost care and respect. Please ensure all correspondence with your child's teacher reflects your own care and respect so that healthy outcomes for all can be achieved.

- Please use email for non-vital or non-urgent messages only. The staff member may not receive an email message by the end of the school day.
- For vital or urgent messages please use the telephone to contact the office.
- Your child's academic/learning progress is best addressed by scheduling a personal conference with your child's teacher. Use email to set up the meeting.
- When agreed between the teacher and the parent (following a face to face meeting) email may be used in place of a communication book as a form of regular communication about a student's day at school.
- Please remember that email is not necessarily confidential and can be subject to Freedom of Information regulations. Confidential information is best conveyed by personal contact.
- The school maintains email accounts for teachers to facilitate parent/teacher communication and internal as well as system-wide staff communication. The School reserves the right to block or filter email messages to staff that are not directly related to school business or to the school's educational mission.
- Please be mindful of the appropriateness of your email content. Amusing or special stories not directly related to your child, jokes, chain letters, or commercial solicitations are not helpful and reduce valuable teaching and preparation time.
- Please refrain from copying in all members of the class into your email. If the concern is a general class concern, the class rep should send the email and then report progress to the class. This avoids multiple replies and follow up emails which can then delay meaningful and timely responses.
- Please use To, CC and BCC appropriately