

THE NEW SCHOOL ROME

Communication Policy

Introduction

1.1. This policy aims to cover school communication internally and externally. All internal school communication will be conducted via New School email accounts.

Internal communication

In case of urgent messages / cover notifications, it is essential that staff check their school email address before starting school.

Staff should:

- aim to respond to an email within 24 hours, during the working week
- be mindful of tone, be concise and professional at all times
- be mindful that some issues are better discussed in person rather than online
- carefully consider the relevance of addressees e.g. cc and bcc boxes
- Consider carefully whether 'reply all' is useful
- send emails only Monday to Friday between 07.30 and 18.00

Internal communication with students

Staff should:

- be mindful of tone and content
- convey basic, essential information
- avoid lengthy conversations via email
- only use school email accounts

External communication with parents

In addition to the above, staff should:

- be especially mindful of grammar and punctuation
- use the bcc box to protect parents' privacy, particularly when emailing groups of parents
- ensure formal communication about school based events has been checked by the AC chairperson and go through the office

Communication between parents, students and staff

Parents and students are kindly asked to only email between 07:30 to 18:00 Monday to Friday in order to respect staff's private lives outside of work. Email or Edulink should be the only form of communication.

Parents and students should be mindful of tone and content in email correspondence with teachers.

Students should only use their New School Rome email accounts to correspond with teachers.

Teachers should not whatsapp parents/carers