

C.S.P.S. Policy# 5.2 Home/ School Communication Protocols

Appendix 2

Email Protocols

(For all teachers and office staff)

While communication via email is valued, the increasing volume and response expectations necessitate the development of some common practices.

Staff response to parent emails

- The primary responsibility of all teachers is to teach, and dealing with electronic communication (via messages/emails) unless urgent, must take second place
- Office staff respond to email inquiries seeking straightforward information and refer the parent to appropriate staff if more complex information is required
- Electronic communications must be read on a daily basis, during the school week (This does not apply to weekends, public holidays or school holidays)
- Parents may expect a response with 48 hours, during the school week but the response may simply be the need for a meeting or further investigation
- Email responses may be expected within the hours of 8.15am-5.30pm Monday to Friday during the school term.
- The tone of some emails may be difficult to determine or possibly be misinterpreted
- Disrespectful, offensive or unreasonable emails may not receive a response, in which case, this should be discussed with a school leader

Rushed responses to emails are never a good idea

- If parent emails cause any unease, or if you are unsure of how to respond, seek advice and share concerns with the team leader, or Principal class officer
- Responses to such emails must be copied (Bcc to team leader and the Principal class if required)

Requests i.e. from people outside the school for a staff email address will be asked to send an email to the school email address which will then be forwarded to the staff member concerned. Staff choosing to respond via email, should be aware their email address is included in the responding email B.B. Office staff send/forward messages to teachers from the school email regularly e.g. changes to pick up arrangements for students, personal messages. It is a school expectation that emails are checked at lunchtime for any of these messages. Regarding any messages received after 1.20pm, teachers are phoned or spoken to personally.