



Wetherby School Kensington

E-mail Guidelines for Parents

E-mail may be a fast and convenient way for you to send messages, but it is not always the best form of communication. Please do not use this as a replacement for talking to your teacher directly, but do use it as additional form of communication in relation to general activities.

Please remember that staff are not able to be at their desks awaiting e-mails from you. The majority of their working day is spent teaching and engaging with the pupils and sometimes this is not in their own classroom where they will access their e-mails. Their non-contact time is spent in a variety of ways, marking, meetings with other staff, meetings with parents, preparation and planning for lessons and, e-mail. Therefore, please do not be disappointed if you do not receive an immediate response to your email. The member of staff concerned will decide which is the best form of response to your e-mail. It may be a straight e-mail reply but they may wish to speak with you on the phone or may wish to arrange a meeting. You can however, expect at the very least a 'holding' response to your e-mail within 24 hours.

There is a code of practice in relation to the use of e-mail that we must request you adhere to:

1. Please refrain from sending e-mails unless they are important and require urgent attention. For example, do not use just e-mail to inform a teacher that your son is to go home with another boy. A teacher may not be able to access their e-mails in time to communicate this information. We also ask that parents communicate with the school office as well as the class teacher with information like this. This is an example of where the telephone could be used as well to ensure your message is received and clearly understood.
2. Your son's academic progress, learning expectations, or behavioural issues are best addressed through a telephone conversation or by scheduling a meeting with your son's teacher. An e-mail message on these matters is not appropriate, although an e-mail to request a meeting be set up to address some concerns with the teacher would be.
3. Please remember that e-mail is not necessarily confidential. Confidential information should be conveyed by phone or, more appropriately, personal contact.
4. For all medical or health concerns, please contact the Head's P.A. by phone or come into the school office.
5. Please keep all contacts professional. Jokes, amusing or special stories, chain letters, or commercial solicitations are inappropriate and reduce valuable teaching time.
6. Please do not copy your teacher in to e-mail correspondence that you might be engaging in with other parents. Group email is again not an appropriate way to correspond. Your son's teacher will only communicate by e-mail in a one to one capacity and only in relation to your child.

Wetherby Kensington maintains e-mail accounts for teachers to facilitate parent/teacher communication and internal staff communication. The school reserves the right to block or filter email messages to staff that are not directly related to school business.

This policy will be reviewed annually