



Email Protocol

Rationale

At Our Lady of the Angels' Primary School we are committed to open, honest and timely communication. We are also committed to communication being respectful, measured, sensitive and constructive. In adhering to these principles we aim to strengthen the goodwill and the positive partnership between parents and staff at the school, to enhance the wellbeing and learning opportunities for our children. We acknowledge the potential benefits of staff and parents communicating via email, but also understand its shortcomings. This protocol is designed to establish clear expectations for both staff and parents/caregivers in the use of email as a communication tool.

Guidelines

We acknowledge that email is very convenient for parents who may find it difficult to speak to school staff during regular work hours. However, our school community values a face to face meeting and phone conversations and understands that these forms of communication are preferred in many situations. This ensures that adequate time is allocated at a mutually agreeable time.

Implementation

When communicating via email, staff and parents/caregivers are expected to adhere the email protocols below:

1. All staff, parents/caregivers at Our Lady of the Angels' Primary School will follow the protocols for the use of email as communication tool between staff and parents/caregivers.
2. Emails that are sent to staff outside school times will be responded to during Monday-Friday 9:00am-5:00pm.
3. Emails are at their best when they are brief and informative. Issues that require a level of detailed discussion should be dealt with in person or over the phone.
4. Staff and parents will only communicate non-urgent, essential messages to one another via email.
5. The academic progress, learning expectations or behavioural issues related to children will not be discussed via email. Email is for information, not conversations. Discussions of this nature will be conducted over the phone at an arranged time or in person.
6. Emails should always be respectful and constructive. If the email relates to a concern or problem, it needs to be focussed on understanding the problem and finding a solution.
7. The tone or intent of emails can easily be misunderstood, and humour or sarcasm are not to be used. Be conscious of this and it is preferable that a phone conversation/ meeting occurs rather than sending an email.
8. Generally, e-mails will be responded to within 48 hours unless received over a holiday, school closure, or weekend.
9. Due to Privacy Act, emails correspondence should be directly between parties concerned.
10. Staff will not respond to abusive or confrontational emails and will forward them to the assistant Principal and/or Principal.