



## Saint Paulinus CE Primary School

### Staff and Parent/Carer Email Policy

**Principal: Mrs C Rhodes**

**Assistant Principal: Mrs K Sukonik**

This policy was reviewed on: September 2023

#### 1. Staff Reading Emails:

- Staff should not check or read emails during contact time with the pupils.
- Staff will check their inbox at least once a working day.

#### 2. Staff Responding to Emails:

- Staff will endeavour to reply to emails within a timely fashion unless they are unwell and unable to work. Parents/Carers will be notified, via email, when a staff member is unable to work and therefore unable to read or respond to emails.
- Staff may respond to emails via an email reply, a phone call or arranging a face to face or virtual meeting.
- **No email should be sent to staff or parents/carers between 6pm and 7am, or at weekends**, to encourage a better work-life balance. During the curfew, emails and replies can be drafted, but these must not be sent until 7.00am the following working day - this applies to parents/carers and staff.

- Staff will not respond to emails on a weekend, bank holidays or any of the school holidays.

### 3. Parents and Carers:

- Given the guidance for staff set out in sections 1 and 2, it is for parents and carers to decide if email is the appropriate way to communicate with class teachers or staff members. **If your communication is urgent, it is recommended that you phone the school office.**
- **No email should be sent to staff or parents/carers between 6pm and 7am, or at weekends**, to encourage a better work-life balance. During the curfew, emails and replies can be drafted, but these must not be sent until 7.00am the following working day - this applies to parents/carers and staff.
- **Any emails regarding a child missing school (e.g. they are attending a medical appointment) must also be sent to the admin email address so that the register can be updated accordingly.**
- The school reserves the right to block parents/carers from emailing class teachers directly if parents/carers do not follow the guidance set out in this policy or if the content of emails sent to teachers is deemed to be rude, offensive or inappropriate.