EMAIL COMMUNICATION PROTOCOL

- All communication between students and staff should be on school email addresses.
- Staff members are expected to monitor their emails on a regular basis.
- Staff members are not expected to respond to emails outside of reasonable working hours.
  (8.00am to 5.00pm Monday to Friday)
- Emails marked “Confidential” should not be forwarded to other parties.
- Where possible, staff should not be emailed to pass on messages to children during the day as contact is not always possible with students and teaching duties may prevent staff from reading the email.
- Emails from parents should be directed to one staff member only. (The Principal may be cc’d)
- Parents with concerns about a specific learning situation should address the email to the teacher involved as the first point of contact.
- When the initial contact fails to achieve a resolution to the concern raised or the issue is deemed of a very serious nature the Principal/Deputy Principal should be contacted directly.
- At all times, the formality and tone of all email communication should be appropriate, with proper courtesies observed. Words should be carefully considered and a protracted exchange of emails should not occur.
- It should be noted that telephone contact and meetings are always an option to be considered by parents and staff members.

Rachel Smith
Principal