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Head Teacher: Mrs Moakes
(B. Ed Hons, M. Ed)

Deputy Head Teacher: Mr Ward
(B.Ed Hons)

Chair of Governors: Mrs Lowther

PROTOCOL FOR THE USE OF EMAILS FOR COMMUNICATION

At Waterside Primary School, we are committed to working in partnership with home to ensure that every child enjoys school and achieves their very best.

We always want our parents to be able to communicate easily and effectively with their child's class teacher. Unfortunately, as a result of Covid-19, we have had to impose restrictions on parent and visitor entry into the school. In order to provide you with other means of communicating with the class teacher we will be releasing their email addresses for you.

Please can you read and adhere to the following guidance:

- Teachers will respond to emails outside of class teaching time but during their working day;
- emails should be used for quickly resolved misconceptions / information sharing purposes;
- parent emails should be acknowledged within 48 hours of receipt and if necessary followed up more thoroughly with telephone call;
- issues raised regarding a child should never include a written response that refers to another child by name;
- emails sent and received during the evening and at weekends should be responded to on the next working day;
- teachers may choose to prepare a response which is stored within 'draft' folders;
- teachers will copy in the Headteacher, Deputy Headteacher or Inclusion Manager if an important concern is communicated by a parent, so that the school leadership team are fully informed;
- school leaders will ensure that any issues or concerns received from parents via email are shared with the class teacher as soon as possible and will always recommend that a parent raises their concern with the class teacher in the first instance;
- many parents like to give positive feedback to the school following events and activities and these are always valued by the school team and should be shared where appropriate;
- any abusive written communication will be referred to the Headteacher immediately;
- communication face to face at a mutually convenient time is always preferable but as a school, we do recognise and appreciate that Covid-19 restrictions and the safety of all children and staff are paramount.

Many thanks for your cooperation and understanding in this matter.