

Home-school emails: policy

Date: September 2020

Our schools are happy and healthy places for all. We've always welcomed quick informal conversations as a useful way to build up the partnership we have with home. This policy is designed to maintain this during a period when communication between parents / carers and teachers is harder.

From September 2020, we recognise there is still value in emails to and from home:

- ✎ teachers can't currently hang around for conversations at the start and end of the day, and we know that occasionally parents/carers will need to ask a question or let the teacher know something
- ✎ parents/carers may want to take a picture or share in some other way homework (homework books are to remain home for the time being)

However, we also recognise that our teachers work long hours, often including lunchtimes and extended hours at the start and end of the day. We also have strict policies around safeguarding which are there to protect everyone.

The following points are for parents/carers to be aware of, and for our teachers to follow.

Parents/carers should...	Teachers will...
✎ contact teachers by email with questions that are simple and quick to answer / respond to	✎ forward to the Head of School any emails which are more complicated and/or an email trail which is becoming unmanageable (typically over five emails)
✎ for more complex issues, contact school to arrange a longer telephone conversation or online discussion	✎ be available for these meetings, as is reasonably required
✎ make sure their emails relate to learning or their child's social / emotional needs	✎ not respond to emails which are of a personal or social nature; instead they will forward these to the Head of School
✎ if they want to, send pictures or other feedback about homework tasks (rather than returning homework books into school each week)	✎ share pictures or other feedback about homework tasks during homework review sessions in class, time allowing (in such a situation, this would be instead of an email response home)
✎ limit the number of emails they send to teachers to no more than three in a week	✎ ask the Head of School to intervene if the number of emails from one family becomes excessive
✎ not expect a response to emails before 8.00am or after 5.00pm	✎ aim to respond to emails within one working day (where a response is needed)
✎ call school for anything urgent (eg to report a sickness) Scholes (Elmet) Primary: 0113 264 9149 Moortown Primary: 0113 268 5915 St James' CE Primary: 01937 583 379	✎ not be able to respond to anything urgent
✎ avoid copying the emails to another person	✎ not 'reply to all' if the email has another person copied in
✎ contact the Head of School if they have more general issues or if they have any sort of concern	✎ aim to respond to emails that raise a concern, in line with our Complaints Policy, but not respond to emails that are negative or demanding in any way; instead they will forward these to the Head of School who may choose to respond appropriately

This policy is for a limited period to support the effective home-school partnerships we have in place.