

Email Guidance for Parents and Carers

Rationale and summary:

Much of the communication between Fortismere and parents/carers is now conducted by email. In order for both staff and parents/carers to make the most effective use of the medium Fortismere has produced the following guidance:

- A. Please be mindful of the busy schedule that both teachers and support staff have at Fortismere:
- Is your email absolutely necessary?
 - Please be concise where possible
 - The Three Email Rule:
If you exchange more than three emails on a topic, it may be appropriate to telephone, or, if possible, arrange a meeting
 - Please use a descriptive subject line that's no more than four to five words. Use the red exclamation mark sparingly
 - Only send a reply if required.
- B. Email courtesy
- Be careful with irony in emails
 - Writing in ALL CAPS is like shouting
 - Avoid emoticons or textese, they can prevent clarity of meaning
 - Please avoid using emotive language
 - Staff may not respond to emails which use discourteous language
 - Please address all staff by their title and surname
 - If you are forwarding an e-mail, make sure to remove any sensitive or private information. Ask the email's original sender if it is all right to forward the email prior to doing so.
- C. Safeguarding
- Safeguarding advice to teachers is to use your son or daughter's initials in the subject line of an email
- D. This Guidance is to be used in conjunction with the Communications Overview for parents and carers