

## EMAIL GUIDANCE FOR PARENTS AND CARERS

Fortismere recognises the value and importance of email communication and much of the communication between Fortismere and parents/carers is now conducted this way. In order to help both staff and parents/carers to make the most effective use of this medium we have produced the following guidance.

### **Please be mindful of the busy schedule that our teachers and support staff have:**

Our staff have many students in their care. Please be aware of the potential for the very large number of emails that our staff may receive in any one week. Staff are not expected to monitor or respond to emails outside of their normal working hours. You will receive a timely response but do not expect it to be immediate or by return email.

Please do not use email for urgent messages as staff may not read an email until the end of the school day. For urgent messages telephone the main office to speak to someone.

Consider if your email is absolutely necessary or the most appropriate way of contacting the member of staff. You can use your child's homework diary (planner) to write messages to their tutor. Please email your child's tutor in the first instance. They have the best overview of your child.

Please be concise and make sure the purpose of your email is clear – do you require a specific action or is the email for information purposes only.

Please only put one name in the 'To' line as this helps to ensure that the appropriate person responds to you.

The Three Email Rule: If you exchange more than three emails on a topic, it may be more appropriate to telephone or arrange a meeting.

### **Email courtesy:**

- Please use a short (4-5 words) descriptive subject line.
- Use the red exclamation mark sparingly.
- Writing in ALL CAPITALS can seem like shouting
- Be careful using irony or sarcasm in emails as it can easily be misinterpreted.
- Avoid emoticons or textese, they can hinder 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 and ensure that you have consent to forward other people's personal information.
- Read your email before you send it to check for errors and that it is clearly written.
- Before you press send ask yourself if you would say what you have written to the person's face.

**Safeguarding:** Safeguarding advice to staff is to use student's initials in the subject line of an email rather than their full name.