



E-mail Guidelines for Parents/Guardians

These simple guidelines are offered in a spirit of partnership and respect. We believe that if everyone is kind enough to follow them the strong, positive relationships we enjoy will continue.

We want to allow parents and guardians to have an open, respectful, and collaborative communication channel with class teachers, but this will be dependent on everyone following and adhering to these guidelines.

The perspective of the class teacher

Teachers are very happy to respond to parents who send occasional emails to them communicating a query, important information, or a lower-level concern.

The priority of our teachers is educating children and they only have a small amount of time available to read and respond to emails. Therefore,

Please do:

- use e-mail to communicate information about children's learning, homework and any upsets or concerns that class teachers need to know about.
- keep your e-mails succinct and to the point: less than 8 lines is appreciated.
- understand that if an e-mail is sent in the morning or within the working day, teachers may not have time to open it until the end of the school day, or even later if they are involved in a meeting after the school day.

Please don't:

- expect e-mails to be read and responded to by class teachers late at night or at the weekend.
- e-mail class teachers to relay information about your child's absence; trip details; school clubs; lost clothing; parent consultation meeting scheduling or other administrative matters. ***This administrative information should be communicated directly to the school office.***
- send long, highly detailed e-mails relating to a concern - simply send an e-mail requesting a face-to-face meeting or direct the concern to the enquiry or head email.
- send highly emotive e-mails. If you feel strongly about something (and you may have a good reason for doing so) a politely constructed face-to-face meeting is required.

Please know that if a class teacher has any concern about an e-mail, they have received that fails to follow this polite protocol they will not respond, but instead forward the e-mail to the Headteacher or another member of SLT who will decide what course of action to follow.

Teachers' emails can be found on the year group pages on our website.

Thankyou – we really do hope this helps keep home-school communication strong and positive.

The BVP Team

