

Introduction

Bigland Green recognises good communication with parents is essential for offering great learning to pupils. It also recognises that email is a valuable communication tool that is widely used across our society. Staff members are provided with a secure LGfL (London Grid for Learning) email account to ensure effective and safe communication both within the organisation and with the broader community – which includes parents/carers.

Teachers responding to emails

Teachers use their LGfL mail to correspond with parents to establish and maintain good communication that supports great learning. Teachers check their emails daily. However, email is not the main or only mean of communication with parents. Likewise, parents cannot demand that teachers only correspond via email.

- Email correspondence between teachers and parents must be consistent with professional practices and maintain formal protocols. All correspondences must be in accordance with the school's *Code of Conduct* (available on the school website).
- Teachers use formal language and ensure a professional level of English is applied to all correspondences with parents.
- Teachers will only respond to emails during working hours and during term-time.
- Teachers will aim to acknowledge parental emails within 24 hours and respond in detail within 3-10 working days depending on the issue.
- Teachers will inform their line manager and the headteacher if they are unable to respond to an email within the expected time-window and arrange for the required support.
- Teachers must forward relevant emails to their line manager and/or the headteacher using their professional judgement.
- Email correspondence will only be kept for the current academic year.
- Contentious, emotional or highly confidential issues will not be discussed in email and will be dealt with face-to-face or by phone.

Teachers will not acknowledge or respond to emails that they feel are personal, threatening or inappropriate. Teachers are expected to forward all such emails to their line managers. Please note that email messages may be accessible under the Freedom of Information and Protection of Privacy Act.

Nature of communication using emails

Teachers may use emails for the following purposes of communication:

1. Arrange for meeting/telephone call regarding a pupil including a general description of the issue, e.g. 'I would like to arrange a meeting to discuss your daughter's attendance.'

2. Follow-up on an issue that has previously been discussed.
3. Providing a positive feedback about pupils' learning. Any negative feedback must be given face-to-face or via telephone.

Parents may use emails for the following purposes of communication with teachers:

1. To inform/alert the teacher about a specific situation that may have a bearing on the child's learning and/or well-being.
2. To raise a concern or seek clarification about an issue/incident involving their child at school within the past 3 days.
3. To provide a specific feedback.
4. To request a face-to-face meeting or telephone conversation.
5. To clarify information given by school on the Parent Hub related to class activities, curriculum, home-learning and special events.

Parents must email admin@biglandgreen.towerhamlets.sch.uk with any issues that relates to whole school or school policies. The school office must also be emailed for all administrative issues including admissions, school lunch, trading, term dates etc. Teachers will be expected to forward all such emails to the school office without sending an acknowledgement.

All email communication must be brief and to the point. Teachers and parents must keep communication for the academic year in one-thread. Parents must use the previous thread by replying/using a previous message and avoid sending fresh emails every time they contact the teacher. This will result in a delay in acknowledging/responding to the mails.

Unacceptable email

Teachers and parents must ensure that all correspondence are professional and constructive. It is difficult to list unacceptable emails but they will include the following:

- a. Any discussion related to other pupils or parents.
- b. Personal information about other pupils or parents.
- c. Specifics about a sensitive pupil issue which was not initiated by the parent or had not previously been discussed with the parent, e.g. 'I am concerned that your son's mock SATs results are below the class average.'
- d. Any discussion related to other staff members.
- e. Any discussion related to the staff member's performance.
- f. Any sensitive pupil information that would normally be discussed face-to-face or by phone, e.g. 'I am concerned that your daughter may have a learning disability.'

Date	Signature	Review
4 July 2022	B. A. Pailola	As required