



The De Montfort School

UNLOCKING YOUR CHILD'S POTENTIAL

18 June 2021

Dear Parent/Carer

E-mail guidance

As a school we feel very strongly that strong relationships between parents/carers and the school enables students to thrive. We always welcome contact from parents/carers regardless how big or small the matter. As technology has progressed, we recognise that where meeting in person used to be the norm, this has now been replaced by email. At The De Montfort School, we value face to face communication, either in school or via Microsoft Teams, and we feel that these interactions between teachers and parents/carers are the most effective and productive. However, we fully understand that meeting during the school day is not always possible and so communication via email provides parents/carers with an easy and quick way to communicate with us as a school.

Despite the ease at which emails can be sent, the workload and pressure for teachers associated with reading and responding to the emails can quickly become a workload issue that we are very keen to avoid. With this in mind, we have made some amendments to the email guidance found on our website as follows:

Email enquiries to the school at office@tdms.worcs.sch.uk or directly to the relevant member of staff in the table below (on the website). Please 'cc' the line manager. We would be grateful if emails were only sent to one member of staff. To ensure that this method of communication is used as efficiently and purposefully as possible, we will use the following protocols:

- ✓ *All emails will be responded to during working hours and within two working days, dependent upon the level of concern/nature of the concern. However, staff are not expected to respond to emails sent out of working hours. Out of working hours emails are classed as emails sent after 6.00pm and before 8.00am during the week or emails sent after 6.00pm on Friday evening and before 8.00am Monday morning.*
- ✓ *If an issue cannot be resolved satisfactorily within a two email exchange (four in total), then a face to face meeting should be convened either in school or via Microsoft Teams.*
- ✓ *Staff are not expected to respond to an email deemed/perceived to be abusive or aggressive.*
- ✓ *In some instances, a parent/carer may feel that an issue has not been resolved satisfactorily. However, the school retains the right to deem the matter closed where it feels due diligence has been afforded to the concern.*

If you would like to discuss this further, please do not hesitate to contact me at school.

Yours sincerely

Stuart Weston
Associate Headteacher