



# Leamington Community Primary School

*Together we make a Difference*

## Email and Communication Policy



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# **Leamington Community Primary School: Email and Communication Policy**

## **Individual's Responsibility Regarding Email:**

Electronic mail is commonplace and is a facility that can provide a collective benefit to all areas of our school. To be effective it should be free of unnecessary restriction so as to provide sufficient incentive for it to become a natural means of communication. However, it is important to note that e-mail carries authority equivalent to a letter. For this reason, it is essential that you fully understand your obligations to use this service in a responsible fashion. **Please think before you send an email - always be courteous and responsible.**

## **Email DON'Ts:**

- Do not send messages that are, or could be perceived as aggressive, abusive, threatening, obscene, defamatory, racist, sexist, discriminatory, pornographic, offensive or otherwise inappropriate.
- Do not create, transmit, display or publish any material that is likely to: harass, cause offence, inconvenience or needless anxiety to any other person or bring the school into disrepute.
- Do not accept email authorisation for any significant action without keeping a copy as a proof.
- Do not send email in capital letters - this can be intimidating.
- Do not send or forward any malicious or chain letter or otherwise harassment by emails.
- Do not send messages that can be taken as a legal commitment or contract unless you have authority to do so.
- Do not print emails unless a hard copy is essential.
- Do not open email from unknown sources: please check with the anti-virus procedure for more information.

**You should note that random monitoring may take place, and without notice, management may view your account. Authorised access to your e-mail account will be permitted without your agreement, on approval from your line manager.**

## **Checking Emails:**

During the school day, staff should only check (or send) email when they are not teaching. Outside of the school day, staff are, obviously, free to check and read their email at any time, to suit their preferred working pattern.

## **Sending/Replying to Emails:**

No email should be sent to staff between the hours of 7:00pm and 7:00am - **unless it is an automated email from CPOMS.**

This curfew is applied to encourage a better work-life balance and to make staff think more carefully about the emails they are sending. During the curfew, staff can draft emails and replies, but these must not be sent until 7.00am the following day. Furthermore, staff should not email at weekends. The weekend curfew is in effect between 7.00pm Friday and 7.00am Monday.

In terms of replies to both staff and parents, we expect that any emails are responded to within a 48-hour time period. It is highly inappropriate to chase someone up for a response to an email before 48 hours have elapsed. If a response is required urgently, it may be best to consider another form of contact rather than an email. Staff may not always monitor their email accounts during the school holidays, so they may not be able to respond within 48 hours.

The school policy is to avoid using personal devices at home for emails. It may be unavoidable in some circumstances, when you may have to login on your personal computer. But we advise all staff to refrain from having work emails on their mobile phones/tablets or signed in on their personal computers. This is to ease the pressure on staff to constantly be replying to emails.

### **'All Staff' Emails:**

**Only the Headteacher, Deputy Headteacher and Leadership Team should be emailing using the "All Staff" email list.** We have done this in order to cut down on the amount of unnecessary email that was coming into staff inboxes. Moreover, we have sought to encourage greater 'intention' when it comes to email. Only send email to the relevant people. Use the 'CC' tool correctly, which is to keep other people 'looped in' with no expectation of a reply from them.

**If you would like to send an 'All Staff' email, please send it to the Headteacher/Deputy Headteacher who can check the necessity of the email and forward it where appropriate.**

### **Email Etiquette:**

#### **Forwarding emails:**

Do not forward emails without the permission of the original sender, unless they are addressed to the wrong person or should have been sent to somebody else - e.g. a question that somebody else is far more qualified to answer.

Staff and parents/carers should have the expectation that their emails are private and will only be read by their intended recipient. Furthermore, the recipient of the email should be aware of who else is receiving the email, so you should not "BCC" somebody else. If you wish for someone else to receive the email, please "CC" them in full sight of the recipient.

Emails sent to the school office must, of course, be forwarded to specific people, as this is the first point of contact for many parents/carers and outside agencies/individuals.

#### **Language in emails:**

This is a professional environment, and as such, we expect all emails to be written in a professional manner and using correct language. With email often being our first point of contact with outside agencies, it is vital we present ourselves as well as we can. As staff at a school, we are expected to have a good knowledge of the English language and spelling. Therefore we expect some effort to be made to email using correct grammar, punctuation and spelling, especially when interacting with parents/carers or outside individuals.

**School Radios:**

The school radios are to only be used in an emergency. It is the responsibility of the class teacher to ensure the radios are charged and switched on. Please refrain from sending personal details over the radio in such an emergency. If you need to share details, please CPOM the relevant member and use the radio to request they check their CPOM account - if you are unable to go and see the staff member in person.

**ClassDojo:**

Please see our ClassDojo Policy in regards to appropriate use and expectation of communication via ClassDojo. This can be found on our school website or at the office upon request.

**Disciplinary Action:**

**You are warned that any misuse or abuse of computer facilities may result in disciplinary action being taken. Where this is found to constitute gross misconduct, it could lead to dismissal.**

**There is an obligation on all employees to become familiar with the disciplinary policy and to observe the rules and guidelines set out. Ignorance of these guidelines will not be considered to be a reasonable defence.**