

Queen's College Preparatory School (including Early Years Foundation Stage)

Email Etiquette

Guidelines



Etiquette

This policy should be read in conjunction with the Acceptable Internet Use Policy for Staff.

'Everyone, whether older or younger, must be treated with the same kindness and respect with which you yourself would wish to be treated.'

The majority of modern communication is now electronic, and at QCPS we recognise that this offers us the opportunity to communicate with each other and with parents more efficiently and effectively in many cases. However, in order to ensure all parties (staff and parents) find that email use continues to be effective and not too burdensome there are some simple guidelines listed below.

- all staff are expected to use email and to check their emails regularly each working day
- Staff must only use their own account and keep their password confidential
- Generally speaking, teachers should acknowledge an email within 24 hours and endeavour to respond in full within 48 hours. More complex issues and enquiries may require a longer response time.
- In the majority of cases, the Form Teacher will be the most appropriate member of staff for parents to make contact with in the first instance.
- Contentious emails that raise issues such as school policy or the actions of other members of staff should be passed to a member of the Extended Leadership Team who will provide advice on how best to proceed.
- The 'Email Etiquette @ QCPS' document overleaf has been sent to all parents and is reproduced on the website and in the School Diary.



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1. Emails should not be used to communicate with the school regarding urgent or critical matters. It is always best to speak with the School by telephone or in person. Please continue to contact the School to arrange a meeting to discuss urgent or critical matters with the appropriate member of staff.
2. Because of the nature of their work, teachers spend almost all of their time in the classroom. When they are not teaching, they may be in staff meetings, in training or planning and marking. In addition, all teachers perform a range of supervisory and co-curricular duties. Because teachers have a range of duties to fulfil, it may take longer than a parent might wish for them to respond to an email. Generally speaking, teachers will acknowledge an email within 24 hours and endeavour to respond in full within 48 hours. More complex issues and enquiries may require a longer response time.
3. In the majority of cases, your daughter's Form Teacher will be the most appropriate member of staff for you to make contact with. Please see overleaf for details of other staff members with specific responsibilities that you may wish to contact after discussion with the Form Teacher.

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