

Email Use Guidelines 2023

Le Chéile E.T.N.S. school endeavours to have clear and cooperative communication between school and home. Homework journals are still in use and should be used for notes where possible. We acknowledge that, when used well, email is an efficient and effective tool that supports timely communication. It strengthens the goodwill and the positive partnership between parents and the school to enhance the wellbeing and learning opportunities for our pupils. However, email is not always the best tool for communication - face to face and phone conversations may be more appropriate especially in sensitive situations.

Emails should:

- Be brief and informative but avoid shorthand and overly familiar terms.
- Have a clear purpose i.e. to communicate information.
- Always be respectful, measured, constructive and sensitive.



Emails should not:

- Request information that is readily available elsewhere e.g. school website.
- Be used to vent, bully, harass or defame.
- Seek or divulge personal information regarding third parties (staff, pupils or parents).
- Be sent to anyone for whom the information is irrelevant or breaches confidentiality.
- Disclose the email addresses of others without permission to do so.
- Be passed on to a third party without the permission of the sender.
- Be contentious, inappropriate or contain any offensive language.
- Include jokes, chain letters or commercial solicitations.
- Contain humour or sarcasm because it can easily be misunderstood.

Guidelines:

Staff must use a school provided e-mail account for all communication with parents. Teachers are working with children during the day. Emails may not be read until the children have gone home.

Parents should contact the office to inform a teacher of matters of immediate urgency e.g. a child needing to go to after care, a change in pick-up arrangements as emails might not be read in time to act upon requirements. With regard to attendance, parents should mark the reason for being absent on Aladdin and email the teacher only if needed.

When an email is received from a parent that requires some time to gather information, the staff member should respond acknowledging that the email has been received and indicate when an informed response will be sent or alternatively telephone or arrange to meet a parent. Staff will aim to reply to parent emails within 2 working days. Staff are not required to attend to emails before 9am, after 4pm or on weekends.

From next year 24/25 the school will use Aladdin to allow parents to connect to the teacher directly and reduce and then eliminate the need for emails and contribute to a better work/life balance.

Emails which question the staff member's professionalism or ability to deliver the curriculum will be directed to the principal. Staff should direct these emails to the school principal who will follow up with parents.

Ratified on 5th December 2023