



## Stanwell Fields CofE Primary School Home-School Email Policy

**Nominated Lead Member of Staff:** Colin Franklyn Headteacher

**Status & Review Cycle:** Annual

**Adopted by Governors:**

21.03.17

**Next Review Date:** March 2018

### School Vision:

**To encourage and support thoughtful, happy and responsible children with a lifelong passion for learning, within a Christian community**

The following document outlines the school policy with regard to email communication between home and school. All communication must respect the dignity of the recipient.

1. Within 48 hours - receipt of an email will be acknowledged (during term time but not over a weekend or a holiday)
2. Within 5 working days - provide a response to the email by telephone, in writing (including an email) or in person. This may include informing the sender that more time is required to provide a full response. If this is the case staff should indicate a timeframe in which a response should be expected.
3. Staff will not be expected to monitor or respond to emails out of their normal working hours (including weekends and published school holidays).
4. If a member of staff is not able to deal with the email directly then they will pass it on to the most appropriate person and inform the sender that they have done so.
5. Whilst this is rare, if a member of staff receives an email which is of an aggressive tone, sets unreasonable demands or could otherwise be interpreted as harassing, they will refer this to a senior line manager in the school, who will decide if consideration needs to be given to dealing with further communication under the schools 'Code of Conduct for Parents and Visitors' Policy'.
6. A hard copy of any email sent to a parent or received by staff from a parent may be filed and a copy stored in the school office. The same applies to all internal mail, email transmissions concerning pupil matters.

### Class Emails

[caterpillars@stanwellfields.surrey.sch.uk](mailto:caterpillars@stanwellfields.surrey.sch.uk)

[dragonflies@stanwellfields.surrey.sch.uk](mailto:dragonflies@stanwellfields.surrey.sch.uk)

[ladybirds@stanwellfields.surrey.sch.uk](mailto:ladybirds@stanwellfields.surrey.sch.uk)

[hedgehogs@stanwellfields.surrey.sch.uk](mailto:hedgehogs@stanwellfields.surrey.sch.uk)

[squirrels@stanwellfields.surrey.sch.uk](mailto:squirrels@stanwellfields.surrey.sch.uk)

[otters@stanwellfields.surrey.sch.uk](mailto:otters@stanwellfields.surrey.sch.uk)

[badgers@stanwellfields.surrey.sch.uk](mailto:badgers@stanwellfields.surrey.sch.uk)

[pumas@stanwellfields.surrey.sch.uk](mailto:pumas@stanwellfields.surrey.sch.uk)

[jaguars@stanwellfields.surrey.sch.uk](mailto:jaguars@stanwellfields.surrey.sch.uk)

[leopards@stanwellfields.surrey.sch.uk](mailto:leopards@stanwellfields.surrey.sch.uk)  
[lions@stanwellfields.surrey.sch.uk](mailto:lions@stanwellfields.surrey.sch.uk)  
[tigers@stanwellfields.surrey.sch.uk](mailto:tigers@stanwellfields.surrey.sch.uk)  
[hawks@stanwellfields.surrey.sch.uk](mailto:hawks@stanwellfields.surrey.sch.uk)  
[falcons@stanwellfields.surrey.sch.uk](mailto:falcons@stanwellfields.surrey.sch.uk)  
[eagles@stanwellfields.surrey.sch.uk](mailto:eagles@stanwellfields.surrey.sch.uk)  
[ospreys@stanwellfields.surrey.sch.uk](mailto:ospreys@stanwellfields.surrey.sch.uk)

#### Links to Other Policies

The following Stanwell Fields' policies also contain important information relating to this policy:

Code of conduct for Parents and Visitors  
Safeguarding and Child Protection  
Safe Working Practice Agreement  
E-Safety  
Whistleblowing  
Anti-bullying  
Ending Bullying and Harassment (staff)  
Health & Safety  
Parental concerns  
Attendance  
Mobile Phone  
Social Networking  
Anti-Radicalisation and Extremism  
Internet Use – staff, pupils, parents