



SWEET VALLEY PRIMARY SCHOOL

E-MAIL POLICY

Email is a tool which, if used appropriately, will facilitate learning and enable greater communication between students, parents and teachers.

Statement of policy for parents

Sweet Valley is committed to using technology to facilitate learning and communications. However, we recognize that Email as a form of communication, while valuable, is limited and can sometimes be misinterpreted.

- We ask that you appreciate that teachers have public duties, teaching duties, engagements and appointments which must be fulfilled and often their availability is significantly curtailed.
- All teachers have email addresses and will try to check their emails during the school day. Parents may, therefore, use email for administrative communication with teachers.
- We ask that you appreciate that the teaching staff are focused on addressing student needs and might check their email only when it is appropriate for them to do so.
- Our teachers will acknowledge receipt of a parent's email and, if possible will address the matter immediately.
- Time-sensitive information, such as changes in pick-up arrangements for students, should **not** be directed to teachers for the reason indicated above. Parents should contact the school office by telephone in this regard.
- Under no circumstances should email be used when matters require urgent attention. In such circumstances, parents should contact the school office by telephone.
- In the event that the issue requires the teacher to research a concern or collect information, the initial email response from the teacher will be simply to acknowledge the concern. The resolution of the concern will be communicated either via email or in an arranged meeting as soon as possible thereafter.
- When matters are of a sensitive nature or when a parent wishes to have a detailed discussion about a student's performance, behavior or a school policy, email should be used solely for the purpose of arranging a meeting at a mutually agreed time.
- We would ask that you observe a simple rule of thumb: if you are asking more than **three, brief** questions, then you probably should be calling to make an appointment in order for your concerns to be answered more fully.

Important information on e mails:

- Parents can be assured that the school treats complaints seriously. Confidentiality in all matters is of paramount importance to us. We ask that parents respect this fundamental principle and that individuals refrain from group emails or chain emails
- Matters which are related to behaviour or incidents which have occurred in school should be handled through the school. We ask, therefore, that parents refrain from addressing 'school-related' concerns directly with other parents.
- We hold that our primary concern should be the teaching of your sons and daughters. Email assists us in appreciating and addressing your concerns as well as communicating information to you and, as such, it will form a valuable part of our process; however it will not be the focus of our daily routine.