



Email Policy

Reviewed: June 2022

Next review date: June 2024

Staff resp. for review: MHN

Realising potential, nurturing leaders of the future
Norbury High School for Girls

Email Policy

1. Only reply to the original sender; do not send replies to the CC address - only 'reply to all' when necessary (only send to staff that need to read the email).
2. Write a specific title in the subject line - never leave it blank.
3. There is an expectation that all staff check emails twice a day, ideally before the start of the day and at the end of the day. Do not expect an immediate response to emails. Colleagues are not expected to check emails outside working hours and are strongly advised not to check them at weekends. Staff are not expected to check emails when off sick or on leave.
4. It is not usually appropriate for emails to be checked or replied to in lessons; they should definitely not be visible to students.
5. Consider having a conversation or phone call instead of sending an email; if your message is very urgent, please see the relevant party in person or make contact by telephone (this is particularly important for any safeguarding concerns you may have).
6. Use appropriate language in emails and never send a message you wouldn't want to be shown to others including members of staff, students and parents. Beware of sending emails when angry or upset, take care with your tone and don't use capitals as they are construed as 'shouting.'
7. Emails should be used to instruct or to share information, not to enter in debate.
8. Check the email trail content is appropriate and relevant.
9. The length of emails should be kept to a minimum – if the information needs to be longer it could be sent in an attachment.
10. Emails should be responded to within 24 working hours, even if the response is brief and promises a fuller response later.
11. The school adheres to General Data Protection Regulation (GDPR) practice and as part of a "Subject Access Request" we can be asked to supply all written and electronic material relating to an individual (this could include a students, parent or another member of staff) and would include personal information about them included in emails. If other individuals are also mentioned then their information would be redacted.

12. If you know that you are not going to be in school please ensure that you put an out of school notice on your emails to inform others that you are not in school and when you will return.

Suggestions

- File your emails in inbox folders so they're easier to find
- Change the subject line to one which is memorable to you
- Whole school emails should be sent to Tracey Murley and Antonia Di Giuseppe; be sure to put meaningful information in the subject line and only send these if absolutely necessary
- Set up distribution lists for groups of staff you need to email on a regular basis
- Consider setting up a signature on your emails to save time; it is helpful for new staff if your full name, phone number and role are included
- Lost property always goes to the front office so please don't email about students' lost property
- Use an out of office notification when you are away
- Do not have email alerts on your phone to avoid checking them too frequently