

Before sending your e-mail, please check:

Does your email contain an **urgent message**?

- If yes, please contact the school office directly – teachers will not always get time to read all emails on the day, and therefore any time-sensitive messages should go via the office.

Is your email **written in anger**?

- If yes, it would be better to communicate the next day, when you are calmer! (we frequently receive long emails written in haste, after hearing only one side of an event!)
- Why not just send a quick email the next day to request a phone call to discuss? Or if picking up/dropping off, ask if the teacher has a few minutes to spare to talk this through?
- We understand that parents may have questions to raise with us about incidents in school, but would ask that communications remain respectful and show understanding that your child may not have been able to communicate to you the full picture!
- If you have a serious concern, please raise this directly with a member of the senior leadership team who can check this out for you during the day, rather than approaching the class teacher directly.

Is your email **more than a short message**?

- Is all the information important/relevant/necessary for your child's teacher to know? Lengthy and overly detailed emails can make it difficult to understand key matters to enable teachers to respond appropriately.
- If the information is important, would it be better discussed in person or over the phone?
- If you would prefer to email, are you expecting a reply? (If not, please let the teacher know – teachers don't like to leave emails unanswered, but if you are happy that it is just for their information, please do let them know in the email).

Is your email **part of a longer chain of messages/dialogue**?

- If yes, then this would be better dealt with as a face-to-face or telephone conversation.

Is your email raising a concern regarding a **school policy** or procedures?

- If yes, such communications should be directed to a member of the senior leadership team (SLT). A member of SLT is on duty at the main gate at school pick up each day. Alternatively, you can contact them via adminoffice@whiteley.hants.sch.uk.

Is your email about your child's **attendance**, reasons for their absence, or a term-time absence request?

- If yes, your communication **must** go via the school office (absences can be reported via Studybugs, by phone message or email adminoffice@whiteley.hants.sch.uk)
- Please note, any absence messages emailed to the year group email addresses **will not** be forwarded to the office.

Is your email about an **extra-curricular club**, the **diary dates**, **school lunches**, your child's **medication** or **music lessons**?

- If yes, your communication **must** go via the school office. Please speak to them directly or email adminoffice@whiteley.hants.sch.uk.

Is your email regarding your child's **behaviour** or health needs **at home**?

- If yes, it may be more appropriate to contact our home school link worker, Nicola Bevan n.bevan@whiteley.hants.sch.uk. Alternatively, there are links to the school nursing team on our school website: <https://www.whiteleyprimary.co.uk/parents/health-advice/>

Please use your child's name and class in the subject line for all emails.