

John Ray Junior School

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John Ray Junior School

E-mail agreement –Parent agreement

From time to time your child's class teacher may feel that sending an e-mail to parents in the class would be a quick and efficient way of communicating. This is usually carried out using the MCAS app.

Equally, from time to time you may feel that you need to get a message to the teacher which you would prefer to be kept private and out of the home school diary and doesn't require a face to face meeting. In these circumstances, it would be quick and efficient for you to be able to e-mail your child's class teacher.

To enable this system to work for both parents and staff, we have created a protocol for us all to follow.

- **Wherever possible** staff will acknowledge an e-mail within 2 school days;
- There is no expectation for staff to check their e-mails after 5pm, over the weekends, during the holidays or when they are off sick. If they do so, this is their choice;
- Queries may not be able to be answered immediately if further information needs to be gathered. However, you will receive an acknowledgement;
- A signed e-mail permission form must be on file. The permission form will indicate the e-mail address(es) that will be used to communicate with school staff. Only authorised e-mail addresses will be used by John Ray Junior School staff to communicate with parents;
- Please send only non-vital messages. For example, do not use e-mail to inform a teacher that your child is to wait for you at the office after school. A teacher may not have time to read your message in a timely fashion;
- Your child's academic/learning progress is best addressed through a telephone conversation or by scheduling an appointment with your child's teacher;
- When agreed between the teacher and the parent (following face to face or phone conversation) email may be used as a form of regular communication about a student's day at school (in place of a communication book);
- Please remember that e-mail is not necessarily confidential and can be subject to FOI (Freedom of Information) regulations. Confidential information should be conveyed by phone or personal contact;
- For **all medical** or health concerns, please contact the school office.

The School maintains email accounts for teachers to facilitate parent/teacher communication and internal as well as system-wide staff communication. The School reserves the right to block or filter email messages to staff that are not directly related to school business or to the school's educational mission.

Remember that e-mail is a quick way to send a message, but it is not necessarily the best way to get a quick reply.