



April 2020

Heatherside Infant School - Email Protocol during School Closure

Dear Parents and Carers,

We hope you and your families are all keeping well during this crisis. It has been times of sudden change and we are all having to adapt to new ways of working and trying to consider everybody's needs. We hope that you have found the new home learning guidance supportive and easy to follow.

Our Heatherside family is very important to us and, moving forward, it is vital that we are able to continue to communicate in a way that benefits all. Therefore we, as a staff team, would like to be able to email you personally using our Heatherside Infant School email addresses and for you to send us your children's work, activities and photos as we feel this would be beneficial to your child and you. In order to do this in a professional and respectful way we would like to set out a few key points.

Expectations of both staff and parents:

- We will be professional at all times
- We will be responsible for the security of our computers, and for protecting any information stored on it
- We, as staff, will respond to urgent queries within 48 hours, within school hours (9am to 3:30pm, Monday to Friday)
- We, as staff, will aim to email parents once a week in response to the work sent
- We may share emails with the Headteacher, Deputy Headteacher or other staff members
- We will ensure that email addresses and messages remain confidential
- If either staff or parents have a concern it will be passed to the Headteacher or the Deputy Headteacher to resolve

We hope that this will enable us to stay in touch and support you over the next few weeks.

Kind regards,

Heatherside Infant School Team

