

Protocol for contacting staff by emails

Northcote High School considers email a vital communication tool and recognizes the importance of proper email content and speedy replies. Nevertheless, the high volume of email traffic and the resultant impact on workload necessitates some guidelines for all users of the school's email system.

General guidelines:

1. To facilitate speedy response, try to limit emails to less than 200 words. Clearly and concisely explain your issue or question. Teachers and staff deal with many students and would appreciate that you provide the brief background for your particular situation.
2. Try to direct your enquiry to the most relevant person. Our office can help direct you.
3. NHS expects sensitive issues relating to children to be discussed person to person. Parents are warmly invited to ring to make an appointment, or write to request one. In addition, dates of parent teacher meetings are listed on our website.
4. Defamatory or abusive emails will not be responded to. It is wise to avoid sarcasm when writing an email, as this can be misinterpreted.
5. Because teachers are not always desk-based, their response times may not be immediate. You may need to allow several days for a response to a lengthy email.
6. Be sure to include your child's name and form in the message.

Forwarding other people's messages.

7. A number of "chain letters" are regularly passed around by email. Please do not **forward** these to staff. These may include: fundraising appeals, warnings of internet viruses and cyber-attacks (these are invariably hoaxes), "funny story/wacky photo" emails, political or religious commentary.
8. If you **forward** emails to staff members, state clearly what action you expect the recipient to take. Don't expect someone to read lengthy correspondence (in reverse sending order) and successfully nut out what to do themselves!
9. The use of Internet abbreviations and characters such as smiley faces etc, is not required and does not necessarily "read" correctly on all computers.

Making a Complaint

10. If you wish to make a complaint, it is recommended that you do not write a lengthy email, in the first instance. Contact a Year Level Program Leader, Head of School or one of the Principal class to discuss the best way to do this. They may ask you to clearly identify the topic or issue in writing. They will certainly wish to meet with you. The process of formal and informal complaints will be explained to you