

Polite reminder- communication via email

We understand that the current climate is challenging for everyone and at times very frustrating. We are very grateful to the resilience, support, and tolerance our community has demonstrated towards the school during these times of worry and uncertainty. We are relying, very heavily, on communication via email currently and the written word can unintentionally lead to misunderstanding that a face-to-face conversation would not result in.

The Governing Body of Welton Primary School encourages close links with parents and the community. It believes that pupils benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others communicating with our school via email, are keen to work with us and are supportive of the school. However, on rare occasions when a negative attitude towards the school is expressed, this can result in inappropriate rudeness towards members of school staff or the wider school community.

The Governing Body expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible. However, all members of staff have the right to be treated with respect, including through communication via email.

Please remember that using the following in an email is typically regarded as disrespectful:

- uppercase for entire words and phrases is typically regarded to equate shouting
- the addition of exclamation marks whether it is one or several
- sarcasm
- insults and offensive remarks

Should members of the school community receive emails that are composed disrespectfully, it may not be possible to resolve the concern until the concern or issue is communicated appropriately.

Thank you for your continued support in these most difficult of times.

Mrs N Pidgeon