Montpelier Primary School - Email Protocol for Parents

Email Accounts

- Every teacher at Montpelier has a school email account, which is [class??]@mpsplymouth.net For example;

  classM@mpsplymouth.net
  class4X@mpsplymouth.net
  class5P@mpsplymouth.net

Sending Emails to School

- Teachers use their school email accounts and check them daily.
- Please identify yourself in the email.
- If you feel that an email is of interest or requires support, copy the email to the Headteacher (head@mpsplymouth.net)

Content

- Please use the subject field to state clearly what the email is about.
- Please avoid using CAPITAL LETTERS as this is the electronic version of shouting.
- Humour can be misinterpreted as emotional meaning can be lost in text.

Attachments

- Be aware that very large attachments may not get through to the recipient. State the nature of the attachment and the purpose for sending it.

Sensitive Information

- Send very sensitive information in hard copy, as emails can be opened by others.
- Do not send emails in haste. Consider the facts and consequences of sending an email before you click on Send. It is often best to say that you have received an email and that you will get back in due course.

Emails Received in School

- The school has nominated staff who open emails addressed to the generic school email account, admin@mpsplymouth.net
- we expect the following timescales for checking email accounts in school:
  - School Office: at least three times per day.
  - Headteacher: at least three times per day.
  - Teaching staff: at least once per day.

Response time

- All incoming emails should be replied to within 2 working days, with an aim to acknowledge receipt within 24 hours. Certain emails may be prioritised in light of their content.