

Thursday 24th March 2016

Dear Parent / Carer

## Developments to Email Addresses

**Purpose of this communication:** to inform you of important changes to how you can email the school.

**Changes:** Stopping email contact with teachers  
Introducing a central email address for any concerns

### Why are we changing the system?

Following collaboration with staff and Teacher's professional organisations, aiming to improve staff wellbeing due to the large volume and occasionally inappropriate content of some of the emails being received, we are in the process of ceasing email contact with teachers from Friday 1<sup>st</sup> April. Any emails received after this date will not be responded to by class teachers.

It has also been brought to our attention through a recent parental questionnaire that sometimes parents are unsure whom to direct any concerns to. Therefore we are introducing a new email address for any concerns to be sent where all communications will be handled in a confidential and timely manner, with the school directing who the concern will be dealt by.

### What to do if you have a concern?

**Low level:** Here are some examples of low level concerns:

Homework problems, reading book issues, trip arrangements, friendship issues, class projects or any sensitive information to pass on to the class teacher about your child that might be affecting their learning. Issues such as these can be discussed with the class teacher at home time or a separate more confidential appointment can be arranged by phoning the school office. You could also



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arrange an appointment with the pastoral team for items such as friendship issues.

## How the new email system will work for concerns which are not low level.

In order to continue to develop the school's communications with its stakeholders, we have set up a designated email address for you to be able to contact us on. The Headteacher will read the email and make a decision who is best placed to deal with this concern. Is it class teacher, Phase Leader or a member of Senior Leadership Team (SLT)? This will depend on level of concern, nature of concern and content and is at the Headteacher's discretion. You will be sent an email notifying that your message has been received and is in the process of being looked into.

We wish to continue to ensure consistency as to how school handles concerns, and we can be confident that any query received is then forwarded to the most appropriate member of staff to deal with. This is a new system and is going to be trialled across the school however if you have anything that is of a high level, time sensitive and pressing incident or even a safeguarding concern please continue to phone the office and they will advise you with the correct way forward. **If you have a safeguarding concern, please ask to be put directly through to a member of the safeguarding team who deal with your concern.**

The new email address is: **[inbox@oswaldroad.manchester.sch.uk](mailto:inbox@oswaldroad.manchester.sch.uk)**

It is worth noting that the Senior Leadership Team, Phase Leads, Special Education Needs (SEND) team, Pastoral team and School Improvement Plan Leads will all still have an email in which they can contact you with, however any concerns or complaints are not to be sent directly to them and must go to the inbox@ address.

Kind Regards

Deborah Howard  
Headteacher



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