Parent Communication Protocol: Emailing Teaching Staff

At our school, we value our established, strong partnerships with parents and open lines of communication.
We also hold a deep commitment to fostering personal responsibility, resilience and independence in our pupils—qualities central to our Catholic ethos as we help children grow into confident, capable individuals.

To ensure our teachers can focus their energy on high-quality planning, teaching, and pastoral care, we ask all parents to follow the guidelines below regarding **email communication**.

Key Communication Guidelines

- **Fostering Pupil Independence:** Teachers cannot manage or reply to emails regarding minor day-to-day matters, such as missing uniform items, lost pencils, forgotten water bottles, or reminders to pass messages to your child. We kindly ask that you encourage your child to speak directly to their class teacher or teaching assistant about these needs. Learning to express their needs and manage their belongings is a vital part of their development.

- **Response Lead Times:** Teachers are with children throughout the day and cannot check emails during lesson times. Please be aware that, aside from parental emails, our teachers also receive an abundance of professional communication and internal school messages.

  If you feel your child's class teacher really needs to know something, please allow up to 2 working days for a response (if a response is needed) to non-urgent emails sent during school hours (8:30 AM – 4:30 PM, Monday to Friday).

- **Working Hours:** Staff are not expected to read or respond to emails during evenings, weekends, or school holidays.

How to Direct Your Enquiries

Topic / Issue	Correct Contact Route
Absences & Illness	Contact the main school office via telephone or the attendance email before 9:00 AM.
Urgent Same-Day Messages *(e.g., alternative pickup arrangements)*	Call the school office directly. Do not email teachers for urgent, same-day changes.
Minor Daily Matters *(e.g., lost items, small reminders)*	Encourage your child to speak to their teacher or TA directly in class.
Academic or Wellbeing Concerns	Email the class teacher to request a brief phone call or in-person meeting.
Safeguarding or Serious Matters	Contact the Designated Safeguarding Lead (DSL) via the main school office or through our Safeguarding Team: safe@stvps.co.uk

We are in a minority of schools that allow teacher's professional emails to be used. Please consider our teacher's workload before pressing 'send.'

Thank you for your cooperation and support in nurturing self-reliance and resilience in our children.