



Remercie Road
Mistley
Essex
C011 1LS

Telephone: (01206) 392675

E-mail office.mistleynorman.dcvst.org

Website: www.mistleynormancofe.co.uk

Headteacher: Mr M Carter-Tufnell

Communication Protocol During National Lockdown

Rationale

Good communication is always important. At times like this good communication is even more important but there are more barriers to be overcome than normal. We want parents, carers and children to be able to communicate with school as much as is needed. This can be about learning, practical advice and so on.

Methods of communication

- The school telephone will continue to be staffed in the same way as normal until at least Friday 26th of March.
- School will send emails to parents using the Pupil Asset email system.
- School will send texts to parents using the usual Pupil Asset system.
- Parents, carers and children will be able to email school:
 - Use office.mistleynorman@dcvst.org for all practical/admin matters
 - Use head.stosyth-mistley@dcvst.org to email me.
- A list of email addresses for all teachers, learning support assistants and higher level teaching assistants as below.

Email		
tracy.addy@dcvst.org	Mrs	Addy
kim.clark@dcvst.org	Mrs	Clark
head.stosyth-mistley@dcvst.org	Mr	Carter-Tufnell
sport@st-osyth.essex.sch.uk	Mr	Carvalho
di.donnelly@dcvst.org	Mrs	Donnelly
phil.holton@dcvst.org	Mr	Holton
Lucie.Levett@st-osyth.essex.sch.uk	Mrs	Levett
karen.manning@dcvst.org	Mrs	Manning
senco.mistleynorman@dcvst.org	Mrs	Martin
lindsey.parascando@dcvst.org	Mrs	Parascando
Diane.Smith@dcvst.org	Mrs	Smith
rebecca.stanley@dcvst.org	Mrs	Stanley
michelle.woolgar@dcvst.org	Mrs	Woolgar

Good communication

1. All emails between parents/carers and school staff and between children and school staff constitute school and home communication.
2. School and home communication records will be kept by school.

Cont/2.

3. All emails sent to school staff will begin with the same form of address as would be used in face to face and telephone conversation, for example, by beginning Dear Mrs Levett
4. All emails sent to school staff should be closed with an appropriate phrase such as 'yours sincerely', 'yours faithfully', 'kind regards' and 'best regards'.
5. School staff will use appropriate forms of address and closing of emails to children and to parents and carers.
6. Emails to school staff should only be sent between 8.30 am and 3.00 pm.
7. School staff will reply to emails as soon as it is possible for them to do so. This will not necessarily be straight away.

Concerns about possible poor communication

1. If parents and carers or staff have concerns about possible poor communication then they must inform as per the following:
 - a. Reception – inform Mrs Manning
 - b. Years 1 to 6 – inform Mr Holton
 - c. All others – Mr Carter-Tufnell.
2. If school staff receive inappropriate or abusive communication from parents and carers or from children then the appropriate action will be taken by the school.

Yours sincerely,



Mr M Carter-Tufnell
(Headteacher)