



Schools for Every Child

Use of Email Guidance

1. Appropriate Use of Language

- Always use professional and respectful language in emails.
- Avoid inappropriate, offensive, or discriminatory language under all circumstances.

2. Clarity of Message

- Focus on one subject or point per email to ensure clarity.
- Attach a separate document for detailed comments or analysis rather than including extensive information in the email body.
- Use clear and concise language to avoid misunderstandings.

3. Copying Recipients

- Be mindful of who is copied (Cc) in the email. We Never BCC
- Only include recipients who need to be informed or take action.
- Avoid unnecessary use of 'Reply All' to reduce email overload.

4. Open Communication

- Communication intended for people should be confined to that group unless specific circumstances warrant broader dissemination.

5. Appropriateness of Email Addresses

- Use the appropriate email address for specific types of communication.
 - For example, adhere to the CEO protocol using the support@ email address for relevant matters.
- To maintain professionalism and data security, avoid using personal email addresses for school-related communication.

6. Confidentiality and Data Protection

- Ensure that sensitive information is redacted where possible
- Do not share personal or confidential information via email unless absolutely necessary and secure.

7. Email Etiquette

- Use a clear and descriptive subject line.
- Begin with a courteous greeting and end with a professional closing.
- Proofread emails before sending them to avoid errors and miscommunications.
- Respond to emails promptly, ideally within 24 hours during working days.



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