



Meadowfield School
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Sittingbourne
Kent ME10 4NL

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Ms Angela Howe, BA Hons, NPQSL
Principal

Dear parents and carers,

Email Communication Update

Meadowfield School takes the wellbeing of all its stakeholders very seriously. With this in mind, we have reviewed and updated our school email policy.

With the increased use of email, this often places high expectation of an almost instant response, which is affecting many people's mental wellbeing and work-life balance.

Following the review and update, please refer to the guidance below regarding how parents/carers should communicate with school via email and expectations of the school's response.

- Email correspondence between school staff and parents/carers should always be polite and courteous. All parties should have the expectation that their emails are private and will only be read by their intended recipient or where appropriate the staff member who can respond most appropriately. Email content must not be shared on social media without all party consent.
- General communication should be via the school office email, office@meadowfield.kent.sch.uk
- Teaching staff are only able to check (or send) emails when they are not teaching.
- There is no expectation that staff check their emails between the hours of 5.30pm and 7:00am, or at weekends or holidays, or outside of contracted working hours. The weekend curfew is in effect between 5.30pm Friday and 7.00am Monday. Staff are discouraged from checking emails outside of work hours in order to maintain a healthy work-life balance.
- No email should be sent to staff between the hours of 5.30pm and 7:00am.
- In terms of replies to parents/carer, staff will aim to respond within a two working day time period.
- For matters considered urgent, parents/carers should contact the main school office (from 8.00am till 4.00pm): 01795 477788 or office@meadowfield.kent.sch.uk.
- If you have an urgent safeguarding concern outside of school opening hours, please contact KKC Social Services on 03000 419191, or call 999, if necessary.

We thank you for your support and co-operation in relation to the information provided above which will help manage everyone's expectations and provide a more measured work-life balance for our staff, whilst ensuring that we continue to effectively support all stakeholders.

Kind regards.

Yours faithfully

Angela Howe, Principal