Email Etiquette Policy

Policy date:	September 2024
Date of next review:	September 2025
Owner:	Headmaster
Policy links	IT Acceptable User Policy
LT committee responsible:	-
Intended audience:	All
Location:	School portal and website

Purpose: This Email Etiquette Policy gives guidelines for professional email communication at School. Adhering to these guidelines ensures clarity, professionalism, and effective communication.

Scope: This policy applies to all staff with a Haileybury Bhaluka email account.

1. General Guidelines

- Professional Tone: Use a professional and respectful tone in all email communications. Avoid using slang, jargon, or overly casual language.

- Clear Subject Lines: Use clear, concise subject lines

- Appropriate Salutations and Closings: Start emails with a proper greeting (e.g., "Dear [Name]") and end with a professional closing. Please avoid "Dear All".

2. Email Structure

- Concise Relevant Content: Keep emails brief and to the point.

- Use Bullet Points or Numbered Lists: e.g when presenting pieces of information.

- Proper Grammar and Spelling: Ensure all emails are free from grammatical and spelling errors. Use spell check tools as needed.

3. Recipient Considerations

- Accurate Recipient: Ensure the email is addressed to the correct recipient(s). Double-check the email addresses before sending.

- Use of CC and BCC: Use "CC" (carbon copy) for recipients who need to be aware of the email but are not required to respond. Only use "BCC" (blind carbon copy) to protect recipient privacy in mass emails.

- Subject Access Requests: Be aware that your email content may not remain confidential but could be requested in legal cases.

4. Response Time

- Timely Responses: Aim to respond to emails within one working day. If a detailed response will take time, provide an estimated timeframe for a full reply.

- Urgency: Only for urgent matters, use appropriate subject lines (e.g., "URGENT") and follow up with a phone call or instant message if necessary.

- Respect working hours: only for safeguarding issues, should you read or send emails after working hours.

5. Confidentiality and Security

- Sensitive Information: Avoid sending confidential or sensitive information unless absolutely necessary and always ensure the email is encrypted if required.

- Confidentiality Statements: Include confidentiality disclaimers in your footer.

6. Attachments and Links

- Relevant Attachments: Only attach files necessary for the communication and ensure they are in a common file format that is accessible to the recipient.

- Link Safety: Avoid sending links to unknown or unverified sources.

7. Email Management

- Organise your Inbox: Regularly organise your email by archiving or deleting messages no longer needed. Use folders or labels to categorize emails effectively.

- Out-of-Office Replies: Set up an out-of-office auto-reply message when you are unavailable, providing an alternative contact if needed.

8. Legal and Compliance

- Compliance: Ensure that all email communication complies with relevant laws and regulations, including data protection and privacy laws.

- School policies: additional school policies related to email communication.