



Email Etiquette Policy

HBB-POL-11 | Academic Year 2026–27

Policy reference	HBB-POL-11
Version	2026–27 v1.0
Policy date	October 2026
Date of next review	August 2028
Policy owner	Headmaster
Policy lead	Chief Operating Officer (COO)
Reviewed by	Leadership Team (LT)
Approved by	Board of Governors
Intended audience	All staff with a Haileybury Bhaluka email account
Location	Staff Portal
Related policies	Communication Policy (HBB-POL-10); ICT and AI Acceptable Use Policy (HBB-POL-08); Data Protection Policy (HBB-POL-09); Safeguarding and Child Protection Policy (HBB-POL-01)

1. Purpose and scope

- 1.1 This policy gives guidelines for professional email communication at Haileybury Bhaluka. Following them ensures clarity, professionalism and effective communication.
- 1.2 This policy applies to all staff with a Haileybury Bhaluka email account. It should be read alongside the Communication Policy.

2. General guidelines

- **Professional tone:** use a professional and respectful tone in all emails. Avoid slang, jargon or overly casual language.
- **Clear subject lines:** use clear, concise subject lines.
- **Salutations and closings:** start emails with a proper greeting (e.g. "Dear [Name]") and end with a professional closing. Please avoid "Dear All".

3. Email structure

- **Concise, relevant content:** keep emails brief and to the point.
- **Bullet points or numbered lists:** use these when presenting several pieces of information.
- **Grammar and spelling:** make sure emails are free from grammatical and spelling errors. Use spell-check tools as needed.

4. Recipients

- **Accurate recipients:** check that the email is addressed to the correct recipient(s) before sending.
- **CC and BCC:** use CC for recipients who need to be aware of the email but are not required to respond. Use BCC only to protect recipients' privacy in group emails to parents or external contacts.
- **Disclosure:** remember that emails are not private. Their content may be disclosed under a subject access request or in legal proceedings. Write every email as if the person it concerns may read it.

5. Response times and working hours

- **Timely responses:** aim to respond within one working day. If a detailed response will take longer, acknowledge the email and give an estimated timeframe.
- **Urgency:** use "URGENT" in the subject line only for genuinely urgent matters, and follow up by telephone where necessary.
- **Working hours:** staff are not expected to read or send emails outside working hours, except for urgent safeguarding matters. Use "scheduled send" when drafting outside working hours.

6. Confidentiality, safeguarding and security

- **Sensitive information:** avoid sending confidential or sensitive information unless absolutely necessary; where you must, share it securely (e.g. a restricted shared-drive link rather than an attachment).
- **Safeguarding:** safeguarding concerns must be recorded on CPOMS and passed to the DSL. They must not be discussed in email threads.
- **Confidentiality statement:** use the School's standard email signature and confidentiality footer.
- **Phishing and impersonation:** be alert to suspicious emails, links and payment requests, including messages that appear to come from colleagues or senior leaders. AI tools can now produce convincing fake messages and voices. Verify unexpected requests by another channel and report suspicious emails to the ICT Manager.

7. Attachments and links

- **Relevant attachments:** only attach files that are necessary, in a common, accessible file format.
- **Link safety:** do not send links to unknown or unverified sources.

8. Use of AI tools to draft emails

- 8.1 Staff may use School-approved AI tools to help draft or improve the wording of emails. The sender remains fully responsible for the accuracy, tone and content of every email sent.
- 8.2 Personal data about pupils, parents or colleagues must never be entered into an AI tool that has not been approved by the School (see the ICT and AI Acceptable Use Policy).

9. Email management

- **Organise your inbox:** archive or delete messages that are no longer needed, in line with the Data Protection Policy, and use folders or labels.
- **Out-of-office replies:** set an out-of-office reply when you are unavailable, giving an alternative contact where needed.

10. Legal and compliance

- 10.1 All email communication must comply with relevant laws and regulations, including data protection law, and with the School's policies listed above.

11. Review record

Summary of changes (October 2026 review)

Area	Change made
Dates	Policy date October 2026 (the previous version was overdue for review, September 2025); moved to a two-year review cycle (August 2028), in line with the Communication Policy.
Policy links	"IT Acceptable User Policy" corrected to ICT and AI Acceptable Use Policy; links added to the Communication and Data Protection policies.
Working hours	Clarified that staff are not expected to read or send emails outside working hours, except for urgent safeguarding matters. Scheduled send is encouraged.
Safeguarding	Safeguarding concerns must be recorded on CPOMS, not discussed in email threads.
AI	New section on using AI tools to draft emails (approved tools only; no personal data; the sender stays responsible for the content).
Security	Added guidance on phishing and impersonation, including AI-generated impersonation.
Wording	"Subject Access Requests" point clarified. "Dear All" guidance kept.

Version history

Date	Version	Reviewed by	Notes
September 2024	2024-25	Headmaster	Original Email Etiquette Policy
October 2026	2026–27 v1.0	Headmaster (SOG)	Full review: dates, statutory references, roles and consistent Haileybury Bhaluka policy format

Approved by the Board of Governors	
Signed (Chair of Governors)	
Date	