



26<sup>th</sup> January 2017

Dear Parents,

Last week we had a couple of incidents where, with no one at fault, important information was assumed to have been communicated but was not acted upon. No lasting harm resulted but it demonstrated a flaw with reliance on email.

Email is something of a fickle friend and brings out both the best and the worst of communication. It's a great tool but you should not assume that because you have sent it, we have read it - this works both ways of course! A general and unpublished policy of mine is that I do not expect staff to be reading and writing emails whilst they are off sick, teaching, or throughout the evening, night and weekend. Of course many do so out of hours but I can not reasonably expect that of them all night, every night.

Our commitment is that emails will be checked before and after lessons and acknowledged within 24 hours Monday to Friday, although in practice it is often sooner. You can call the school 24 hours a day, 7 days a week on 01395 - 513984 for anything urgent. The Boarding staff check the messages regularly and direct them to the most suitable person to deal with it.

For matters both urgent and important you can of course call me anytime on my personal number which is: 07964269910. (Please - no 'lost sock' calls, Mrs Ward likes them but won't give you her number!)

Mike

M P Burgess  
Headteacher