

Email/ Hero Posting Etiquette

At Mairangi Bay School, we adhere to the following communication guidelines:

Staff to Parent

When in doubt, check it out.

If you are not sure about an email, make sure that you check with your Whānau Leader / Deputy Principal.

Reply with timeliness - 24 hours within a working day unless it is a health and safety issue.

Remember anything written down is a paper trail of usable evidence (*official information act*).

An email is the NUTS and BOLTS and **ACHIEVEMENTS**.

Make time to meet or chat on the phone to talk about **learning, behaviour, wellbeing or subjective information**. *i.e. not in an email.*

Any emotive or controversial emails from parents should be forwarded to the Whānau Leader with a discussion about what the next action step will be.

All Hero posts are to be checked by your Whānau Leader. Please remember to weave our school values into your email/ post.

Staff to Staff

Capital letters/exclamation marks = SHOUTING!!

If possible, one screen with all you need to say.

CC – beware of overuse.

Make sure it is the right audience ALL STAFF vs. ALL TEACHERS.

Please note: To support the wellbeing of all staff, please send between 7:30 a.m. and 5p.m. during the working week. If it is not urgent, please use the schedule send option.

Nothing negative pertaining to a person should ever go by emails/ Hero post. A face to face meeting/ phone call displays our school's values and acknowledges the importance of your concern.