



### The Priory School

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Dear parents and carers,

There has been a review of email communication at both school and trust level. To bring us in line with other schools in the 3-18 Trust, the message below will be added to the school website from this week and will become our normal working policy with regard to email communication from today onwards. I will also ensure this is posted in our upcoming school newsletter.

Please note this refers to non-urgent contact with school only, I have highlighted the protocol for urgent matters below.

#### [A message to our parents and carers](#)

We want to work closely with all of our parents and carers to ensure the regular communication between home and school remains strong.

#### [Contacting the School via email](#)

Supporting the young people in our care and managing the wellbeing and workload of our staff team is paramount. We want to continue to support our parents and carers by responding to parental queries at the earliest opportunity and have set out our ambition for positive communication below.

Whilst our Headteachers, teachers and support staff are prioritising the smooth running of our schools, they may not be able to respond to emails straight away. In addition, for the wellbeing of our staff, as a Trust, we do not expect staff to respond to emails during their personal/family time.

#### [Expectations for email communications between parents / carers and our staff:](#)

1. Typically emails from parents/carers will be responded to during school working hours (8am-4pm).
2. Our staff will respond to you as soon as possible and typically within three working days. This does not include weekends or holidays. Part-time staff may take longer to reply. **If a response is urgent or in relation to a safeguarding issue, please call school.** The admin team will assess the level of urgency and may take a message to pass on to the appropriate member of staff.

3. Emails should be addressed to [info@tpstrust.co.uk](mailto:info@tpstrust.co.uk) FAO: (name(s) of the member(s) of staff.
4. Please do not use Teams to communicate with staff members as we cannot guarantee it will be checked and can become intrusive in their own time. Some staff members may choose to use it to communicate with pupils around school work, project feedback and events, this should not be out of hours or on a weekend unless a teacher or tutor has agreed to this. *We will continue to monitor our approach to email communication to improve the process further and are welcome any feedback you may have.*

I would also like to clarify an issue relating to the setting of detentions. As a school we will always give you notice of an after-hours detention, however this is not a permissions notification. The latest DfE update in July 2022 outlined that this is not a requirement please see the following link: <https://www.gov.uk/school-discipline-exclusions>. Where there is a genuine, extenuating circumstance for non-attendance e.g. it falls on a special religious day, then we may be able to rearrange but 24 hours notice, would need to be given to ensure this message reached the relevant member of staff. Failure to attend a detention will end up in this escalating to another departmental or pastoral detention, school detention or internal exclusion for repeat offences.

[School discipline and exclusions: Discipline - GOV.UK](#)

School behaviour policy. Every school has a behaviour policy, which lists the rules of conduct for pupils before and after school as well as during the school day.

[www.gov.uk](http://www.gov.uk)

Yours sincerely



Mrs A Pope  
**Headteacher**