

07th March 2024

Dear Parents and Carers

Re: Email Communications Regarding Your Child

We are writing to you to outline our streamlined plans for email communication with staff about your child. We are always keen that you communicate concerns and queries with us. Email can be a really efficient method of communication; however some staff are receiving hundreds of emails in a day which means that queries and concerns can take significantly longer to respond to. To ensure that we can respond in an effective and timely way to email queries, we ask that moving forward you direct communications in the following ways:

- If your email is regarding your child's **special educational needs**, please use the sendco@kingsschoolhove.org.uk email address. Please do not email individual teachers or members of staff about your child's additional needs. This inbox is monitored and triaged by the SENDCO, Assistant SENDCO and members of the Admin team. By using this email, we can ensure that your concern is dealt with promptly and by the most appropriate member of the team.
- If your email is regarding your child's **pastoral needs** please contact their head of year in the first instance, who will direct the email to their form tutor. All head of year email addresses follow the format [headofyear\(yeargroup\)@kingsschoolhove.org.uk](mailto:headofyear(yeargroup)@kingsschoolhove.org.uk). For example, headofyear7@kingsschoolhove.org.uk.
- If your email is regarding an **academic** concern, please contact the relevant subject lead ([subjectname\)@kingsschoolhove.org.uk](mailto:(subjectname)@kingsschoolhove.org.uk) and the Head of Department will pass it on to your child's teacher. For example, english@kingsschoolhove.org.uk
- If you are emailing about a **safeguarding concern**, please use the dsl@kingsschoolhove.org.uk address.
- If you are emailing about matters relating to **attendance**, including requests for absence, please email attendance@kingsschoolhove.org.uk.
- If you are emailing regarding **parent pay, trips, events and afterschool clubs** or have a question re **FSM** eligibility please contact finance@kingsschoolhove.org.uk.

- For **any other queries** or if you are unsure who is best to contact, please use the admin@kingsschoolhove.org.uk email address and a member of the admin team will forward your email to the most appropriate team.

We would respectfully ask that you select the most appropriate contact and avoid copying in other email addresses. The more contacts copied in, the more likely issues and concerns will take longer to address as confusion may arise regarding who is dealing with the query.

As a school we aim to respond to emails and requests for telephone calls within 48 hours. Most staff are engaged throughout the day in our core business of teaching and learning, so sometimes a response can take longer – especially if we need to gather information. Please be reassured that we will respond; your communication does matter to us.

Thank you for your support in making sure we can communicate effectively with you.

Yours faithfully

Mrs K Vincent
Acting Deputy Headteacher