

E-mail Communication at BISC: Policy Guidelines

The aim of this policy is to both encourage the use of email and to reduce the scale of it to an effective minimum. In doing so, we aim to maintain a high standard of formal communication with students and parents.

General Guidelines

- Please always use a formal business style in email communication, as though you were writing a letter: formal salutation, attention to grammar and spelling, appropriate use of capital and lower-case letters.
- Use email for simple and non-contentious issues. Meeting face-to-face is preferable in complex cases and email can be used to arrange meetings.
- All school email addresses follow a standard format: forename.surname@bisc.edu.eg. You will find an up-to-date list in the Parent Handbook.
- Parents are encouraged to keep their contact details up-to-date and to email the relevant school office of any changes to these.

Email from Teachers to Parents

- Staff will reply promptly. They will try to acknowledge an email by the end of the working day and will respond fully within 48 hours.
- Staff will not be in a position to comment on matters of school policy or specific school issues.
- Parents will only be contacted by staff from a school email address.

Email from Parents to Teachers

- Parents are reminded that email is one of several channels of communication with the school. It should be used for routine and non-complex issues.
- Email should follow the standard, bottom-up structure of communication. Please avoid 'copying-in' senior staff unless they are already part of the issue and do not copy-in non-teaching staff, as this tends to heighten and confuse matters.
- Please use formal language and formal forms of address at all times.
- Do not use email to promote commercial ventures.

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