



Howard Primary School

Monday, 14 September 2020

Dear Parents / Carers,

Re: Year Group emails:

Following the unprecedented events of the last academic year, Howard Primary School has had to adapt to meet the needs of all of our stakeholders.

As we continue to improve our practices, we are pleased to announce that parents and carers will now be able to communicate with our Year Group Leaders via email directly. Each year group now has an individual email address which will allow you to send messages to the year group leader. We hope that this will significantly improve the quality of communication between us and also allow for issues to be addressed more efficiently.

In this letter, we will explain how you can use this system and some guidelines that we would kindly ask you to follow when using it.

In order to contact the year group leader for your child please use the email address below:

Reception – Miss Pillay	reception@howard.croydon.sch.uk
Year 1 – Mrs Ramakrishnan	Year1@howard.croydon.sch.uk
Year 2 – Miss Brown	Year2@howard.croydon.sch.uk
Year 3 – Mrs Fallon	Year3@howard.croydon.sch.uk
Year 4 – Miss Turpie	Year4@howard.croydon.sch.uk
Year 5 – Mr Grundey	Year5@howard.croydon.sch.uk
Year 6 – Miss Blackford	Year6@howard.croydon.sch.uk

FAQs for use of Year Group email:

What can I use the email address for?	<ul style="list-style-type: none"> • Questions about your child’s learning, behaviour or progress. • Questions about classroom routines or systems. • Questions about how to help your child at home. • Any concerns or issues you have relating to your child’s education or wellbeing in school.
What should I NOT use this email address for?	<ul style="list-style-type: none"> • Do not use this email to ask teachers to find lost items such as uniform, lunchboxes or water bottles.



Head Teacher: Jackie De Saulles (B.Ed)
 Dering Place, Croydon, CR01DT
 Telephone: - 0208 688 4216
 Email: office@howard.croydon.sch.uk
www.howard.sch.uk



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	<ul style="list-style-type: none"> • Do not use this email to ask questions about ParentPay or school lunches. • Do not use this email for medical or safeguarding questions – please direct these questions to the school office (office@howard.croydon.sch.uk)
When can I email the year group leader?	<ul style="list-style-type: none"> • Please avoid sending emails after 5pm if possible. • Please do not send messages on weekends, bank holidays or during school holidays.
When should I expect a reply to my email?	<ul style="list-style-type: none"> • Year Group Leaders are also class teachers with a considerable workload. <u>Please do not expect an immediate response to emails.</u> Responses will be sent during term time only and within two working days whenever possible. Please be patient and expect delays from time to time. • Year Group Leaders will not be expected to respond to emails on weekends, bank holidays or during school holiday periods.

Conduct:

As with any communication between parents and staff we expect courtesy and respect to be displayed at all times. We know that in the majority of cases, relationships between you and our staff will be good. We must be clear however that we have a zero-tolerance approach to abusive behaviour directed towards our staff. In the unlikely event of any abusive, disrespectful or inappropriate messages being sent to our Year Group Leaders we will **immediately** block emails from those parents indefinitely.

We hope that you will find this new method of communication useful and look forward to working closely with you this year.

Yours sincerely,

Governors and Senior Leadership Team

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