



# Pocklington School Foundation

## E-Mail and Social Media Protocol

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**POCKLINGTON SCHOOL FOUNDATION**  
**E-Mail and Social Media Protocol**

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## POCKLINGTON SCHOOL FOUNDATION E-Mail and Social Media Protocol

### Email

Email enables us to communicate and share thoughts, ideas and information in an instant. This has its benefits, but also has the potential to become an overwhelming part of life, both at work and at home. This can potentially prevent our addressing other matters to which we wish and need to dedicate our time and energies. At Pocklington, we are all deeply committed to dedicating as much of our time and energy as possible to our most important priority, the teaching and care of your children, while also being able to maintain a sensible balance with home life.

### Social Media

Social media platforms, such as WhatsApp, Instagram, Facebook and Twitter are now embedded into daily lives and we recognise their utility in a wide range of instances. In particular, we know they can be useful for practical and logistical purposes; we encourage their use in this fashion. As with email, they can become overly influential, and should not replace or substitute communication with school for relevant matters.

### We would therefore ask the following of all our parents

- Between the hours of 8.30am and 5pm, please be mindful that teachers are likely to be engaged with pupils, so may not be able to check and respond to emails immediately. If you wish an urgent message to be passed to your child or to a member of staff, please telephone Reception on 01759 321200 (Pocklington School) or 01759 321228 (Pocklington Prep).
- Please do not expect responses to emails outside the hours of 8.00am and 5.30 pm, other than those relating to Boarding issues, *when staff may be able to respond during the evening period*. Staff will do their utmost to respond to all emails within 48 hours, during term time. Guidance for contacting boarding houses directly by telephone (in more urgent cases or when a conversation is more helpful than email) is given in the Boarders' Parents and Guardians Handbook.
- Our children can understandably be the cause of considerable levels of emotional concern, but please can we ask that you be considerate and courteous in all email communication with members of the Pocklington community.
- Should you have any concerns about the care or education your child is receiving, please contact the School directly, via the various routes provided. WhatsApp and other comparable services are of course helpful to check on logistical and organisational issues but **should not be used for canvassing or lobbying of views**. Should you have any concerns, these should be raised directly with school, via the usual available channels.

### And our commitment to you

- We will do our utmost to respond to all emails within 48 hours, during term time.
- Our email communication with you will be considered and courteous.
- We will happily meet with you in person or speak to you over the telephone or via video meeting if this is felt to be a preferable way of communicating.