



## College Operation Guidelines

### Communication Correspondence

#### **Rationale**

The aim of this policy is to increase public satisfaction and confidence in Emmanuel Catholic College as a professional entity, by responding in a timely and professional manner to all correspondence and communication.

This Policy is designed to ensure the effective and efficient use of the College's handling of correspondence and relates to all of our Core Values of modelling Christ in our behaviour, striving for excellence, being consistent and fair, and showing respect, compassion and service to others.

#### **Principles**

Communication and or Correspondence to Emmanuel Catholic College is to be followed up in a timely and consistent manner in line with our College Core Values.

Principles of this policy are:

- It is expected that Communication / Correspondence to the College is responded to within a reasonable amount of time.
- Communication may be in the form of a College App, phone call, SMS, email, direct message or post.
- In all communications staff are reminded of their responsibility to serve the interests of the College and ensure appropriate content at all times.
- Communication is undertaken on behalf of the College, the principles being respect and dignity in all correspondence.
- Staff should ensure appropriate response times are adhered to when communicating, particularly via email. During absence or when staff will not be able to respond in a reasonable time, staff should provide an out-of-office message for their emails with details of an alternative contact. Details of an appropriate format is found in the Emmanuel Catholic College Style Guide. ([link](#))
- To ensure staff have access to information in order to be as effective as possible in their role and to support the Strategic Plan of the College.
- To ensure staff are aware of their responsibility for maintaining good communication practice.
- To provide effective methods of communicating during a serious incident.

#### **Procedure**

- Emmanuel Catholic College aims to open all correspondence within one business day of receipt and respond where required within 24 business hours during the business week.
- If further investigation is required to respond to communication or correspondence, then an initial response is to be made to the communicant, that further follow-up is required.

- In all communications staff are responsible in ensuring appropriate content at all times and written in a professional manner.
- If the matter is of a serious nature the Line Manager is to be informed.
- Staff are strongly discouraged from sending emails between the hours of 7pm to 7am unless absolutely necessary.
- In circumstances where the subject is a sensitive or conflicting matter staff are encouraged to communicate in person or via telephone.
- Communication should never be emotive or judgemental. Staff are strongly encouraged to have written communication proofread by a colleague or Line Manager.
- The use of the 'Reply All' email function should be used only when necessary and the content of the communication relates to all recipients.