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East Dunbartonshire Council

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People Matter 

Education, People & Business

Education Procedure Manual 1/01

CORRESPONDENCE WITH THE CENTRAL EDUCATION TEAM

For

**Teachers and Employees on Scottish Negotiating
Committee for Teachers (SNCT) Conditions of Service**

Effective from: September 2023

Education, People & Business 

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Version Control History

Version No.	Effective Date	Details of change from previous version	Date Approved	New version no.
-	Oct 1998	Transfer to new template; Updating terminology: - Education office → Central Education Team - Staff → employees - Letters → Emails	09/09/23	1.0

GDPR Statement

East Dunbartonshire Council holds, uses and processes information in accordance with the General Data Protection Regulations and all other relevant national data protection laws. Further information detailing how East Dunbartonshire holds and uses personal information and copies of privacy notices used throughout the Council are available on our [website](#).

Policy Review Statement

This policy will be reviewed in line with:

- Legislative Change
- Changes to SNCT National Conditions of Service
- Other external factors
- Feedback on the effectiveness of the policy
- Requests for review by Elected Members, Trade Unions and/or Management

1.0 Purpose

- 1.1. This procedure is to provide guidance on enquiries received by educational establishments which cannot be readily answered at the establishment level.

2.0 Scope

- 2.1. This procedure applies to all educational establishments within East Dunbartonshire Council, parents/carers and members of the public who have an enquiry that cannot be readily answered by the educational establishment.

3.0 References & Related Documentation

- 3.1. The following documents should be referenced when considering this procedure:
- SNCT Handbook
 - Equalities Act 2010
 - Any relevant legislation and/or policies depending on the nature of the enquiry received.

4.0 Procedure

- 4.1. Any enquiries from parents/carers and the general public which cannot be readily answered at school level should be directed to the central education team.
- 4.2. Every effort should be made by head teachers replying to letters/emails from the central education team to include any references, initials and the date of the letter/email.
- 4.3. Letters/emails to the central education team by schools providing information will not receive an acknowledgement.
- 4.4. No formal written acknowledgement will be made in the case of letters/emails which are discussed by telephone with education employees. Letters/emails which require consideration before a reply is made will be acknowledged and will intimate that a full reply will be made at a later date. In the case of letters/emails which can be answered immediately an endeavour will be made by the central education team to give this service to schools.