



Illogan Parish Council Email Etiquette

Email etiquette is the use of appropriate language, conventions, and formality in an email.

1. Council email addresses must only be used for all Council business and not for personal or non-Council matters.
2. When responding to group emails, use the reply all function and ensure that you are responding to the most recent email in the chain.
3. Don't be sloppy in an attempt to be friendly - Play it safe - a balance between formal and friendly is ideal.
4. Avoid talking aimlessly in emails - Focus on one subject per email.
5. Reply to emails promptly - Within reason, an email should be treated like a phone call and returned in a reasonable time frame. If a question is asked, make sure you answer that question.
6. Watch your tone - Tone of voice can often be misinterpreted via email - watch your tone and adopt a matter-of-fact approach and avoid sarcasm.
7. Avoid sending an email for discussions which are better done face to face - Delicate messages are not appropriate to be discussed via email. If there are issues between you and the recipient, it is better to discuss it personally, face to face rather than exchanging bitter conversations via email.
8. Reply - No matter what. Acknowledge promptly that you received a message. If no particular response is required, just say "thanks." If you own an "action item" but can't get to it for a while, let the sender know you saw the message and estimate when you expect to reply.
9. Do not respond when you're angry - Email makes it all too easy to fire back immediately when you are aggravated, irritated, or frustrated. Many people have later wished that they could "unsend" an irate retort. Another helpful rule: if an email makes you angry, wait at least an hour before sending a reply.
10. Please do not forward emails without thoroughly reviewing their entire content. Forwarding is fine—but always double-check to ensure there's nothing sensitive, misleading, or inappropriate hidden within the thread. For example, a person was dismayed when a careless colleague forwarded a harmless message about logistics to another co-worker, completely forgetting that an earlier portion of that exchange contained negative remarks about that person.
11. Do not assume that others will appreciate your political, religious, humorous, or inspirational messages.
12. If you are emailing a lengthy list of disparate recipients, remember that many people don't want their address shared with strangers. Hiding addresses doesn't require special software or settings. Just use the BCC line on the message.
13. Do not shoot yourself in the foot - Never, never, never write anything in an email that you would not verbalise to a person or want to see in print in court.
14. Keep your emails organised.