

# COMMUNICATION WITH SCHOOL STAFF POLICY

## PURPOSE

This policy explains how Grahamvale Primary School proposes to manage common enquiries from parents and carers.

## SCOPE

This policy applies to school staff, and all parents and carers in our community.

## POLICY

Grahamvale Primary School understands the importance of providing helpful and timely responses to common enquiries from parents and carers. To ensure that members of our school community are directed to the most appropriate person to assist them, the information below outlines key contacts for common queries:

- To report a student absence, please contact the office on 5821 4219.
- To report any urgent issues relating to a student on a particular day, please contact the front office on 5821 4219 and they will direct your call to the appropriate person.
- To discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher first, then the Assistant Principal or Principal.
- For enquiries regarding camps and excursions, please contact your child's classroom teacher, then the Assistant Principal or Principal.
- To make a complaint, please contact the Principal/Assistant Principal on 5821 4219. Please also refer to our Complaints policy, available on the school website: <http://www.grahamvaleps.vic.edu.au/>
- To report a potential hazard or incident on the school site, please contact the Assistant Principal on 5821 4219.
- For parent payments, please contact the Business Manager, Krissy James on 5821 4219.
- For all other enquiries, please contact our Office on 5821 4219.
- Teachers will also inform parents of further ways to communicate with them as part of the 'start of year' processes.

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 2 – 3 working days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

## REVIEW CYCLE

This policy was last updated on 25<sup>th</sup> March, 2019 and is scheduled for review in 2022 as part of our 3-year review cycle or earlier if required.