

COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

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

PURPOSE

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

POLICY

Billanook 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 front office on Ph: 9728 2624 or via Compass.
- to report any urgent issues relating to a student on a particular day, please contact front office on Ph: 9728 2624 or via Compass.
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher, Principal or Assistant Principal.
- for enquiries regarding camps and excursions, please contact the class teacher who is organising the event or front office on Ph: 9728 2624.
- to make a complaint, please contact the Principal or Assistant Principal. Please also refer to our Complaints policy located in the Billanook Primary School Policy Booklet.
- to report a potential hazard or incident on the school site, please contact front office.
- for parent payments, please contact front office on Ph: 9728 2624.
- for all other enquiries, please contact our front office on Ph: 9728 2624.

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 AND EVALUATION

This policy was last updated on:

Date: Feb 2019

Evaluation and Review: Feb 2022

Ratified and Approved by School Council: Date

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