

# COMMUNICATION WITH SCHOOL STAFF POLICY



Date Approved	11/09/2019	Review Date:	2022
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## PURPOSE

This policy explains how Reservoir Views 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

Reservoir Views 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 school on 94606995 or enter through Compass.
- to report any urgent issues relating to a student on a particular day, please contact the front office on 94606995
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher
- for enquiries regarding camps and excursions, please contact please contact the front office on 94606995
- to make a complaint, please contact the Principal/Assistant Principal on 94606995. Please also refer to our Complaints policy.
- to report a potential hazard or incident on the school site, please contact the Principal/Assistant Principal on 94606995
- for parent payments, please contact the front office on 94606995
- for all other enquiries, please contact the front office on 94606995

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 11<sup>th</sup> September and is scheduled for view in September 2022