

COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Goonawarra 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

Goonawarra 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 school office on 9744 7137.
- to report any urgent issues relating to a student on a particular day, please contact school office on 9744 7137.
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher/ Wellbeing Coordinator / principal / Assistant Principal.
- for enquiries regarding camps and excursions, please contact relevant teacher on 9744 7137.
- to make a complaint, please contact the Principal/Assistant Principal on 9744 7137.
- Please also refer to our **Complaints Policy**.
- to report a potential hazard or incident on the school site, please contact Principal/Assistant Principal / school office on 9744 7137.
- for parent payments, please contact school office on 9744 7137.
- for all other enquiries, please contact our Office on 9744 7137.

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 June 2019 and is scheduled for review in June 2022.