



# COMMUNICATION WITH SCHOOL STAFF POLICY

## PURPOSE

This policy explains how Little River 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

Little River 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 Little River Primary School's Office on Ph: 03 5283 1214
- to report any urgent issues relating to a student on a particular day, please contact Little River Primary School's Office on Ph: 03 5283 1214
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact your classroom teacher
- to make a complaint, please contact the Principal Mr Gavin Nelson, via the office on Ph:03 5283 1214 . Please also refer to our Complaints policy.
- to report a potential hazard or incident on the school site, please contact Little River Primary School's Office on Ph: 03 5283 1214 or email [little.river.ps@education.vic.gov.au](mailto:little.river.ps@education.vic.gov.au)
- for parent payments, please contact the Business Manager Mrs Alison Levvey, via the office on Ph:03 5283 1214 or email [little.river.ps@education.vic.gov.au](mailto:little.river.ps@education.vic.gov.au)
- 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.

## Requests for information

Parents and carers are generally entitled to information ordinarily provided to parents, including school reports and newsletters.

Parents and carers seeking information that is not ordinarily provided to parents can apply through court proceedings, by issuing a subpoena.

## REVIEW CYCLE

This policy was last updated on 24<sup>th</sup> August, 2020 and is scheduled for view in September, 2023.