



COMMUNICATION WITH SCHOOL STAFF

PURPOSE

This policy explains how Glen Katherine PS 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

Glen Katherine PS 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 front office on (03) 9431 1599.
- to report any urgent issues relating to a student on a particular day, please contact the front office on 9431 1599.
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher as the initial step.
- for enquiries regarding camps and excursions, please contact your child's classroom teacher or Year Level Leader.
- to make a complaint, please contact the Principal (Leanne Tingwell) or Assistant Principal (Shannon Whelan). Please also refer to our Complaints Resolution policy, available on our website.
- to report a potential hazard or incident on the school site, please contact OH&S representatives (David Blackburn or Jodee Jackson).
- for parent payments, please contact our Business Manager, Jodee Jackson.
- for all other enquiries, please contact our Office on (03) 9431 1599.

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.

Parent enquiry or concern about a student

Initial communication: Report to classroom teacher
- discuss concern or information required

Further communication: If a concern or enquiry has not been adequately addressed contact Assistant Principal or Principal

Staff responsibility

Initial communication: Address needs of communicated information/seek assistance if needed.

If a parent/carer has repeatedly (more than twice) reported concern, or need for information, staff must communicate and liaise with the Assistant Principal or Principal

FURTHER INFORMATION AND RESOURCES

Complaints Resolution Policy

*Date Written: June 2018
Responsibility: Principal*