

CLAYTON SOUTH PRIMARY SCHOOL



Communication with School Staff Policy

PURPOSE

This policy explains how Clayton South 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

Clayton South 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 office on 95580599 or use our absence management procedures on our school website.
- to report any urgent issues relating to a student on a particular day, please contact [front office/other On 95580599.
- 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 on 9580599 Or email mcsweeney.susan.g@edumail.vic.gov.au

Please also refer to our Complaints policy, available on our school website.

- to report a potential hazard or incident on the school site, please contact school office on 95580599.
- for parent payments, please contact administration staff on 95580599.
- for all other enquiries, please contact our Office on 95580599 or email clayton.south.ps@edumail.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.

REVIEW CYCLE

This policy was last updated on July 2018 and is scheduled for view in July 2021.