



# Communication with School Staff Policy



## PURPOSE

This policy explains how Winters Flat 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

Winters Flat 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 Renae Wilson on 5472 1522, use Schoolzine Ap or email [winters.flat.ps@edumail.vic.gov.au](mailto:winters.flat.ps@edumail.vic.gov.au).
- To report any urgent issues relating to a student on a particular day, please contact the school on 5472 1522
- 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 your child's classroom teacher on 5472 1522
- To make a complaint, please contact the Principal on 5472 1522. Please also refer to our Complaints policy.
- To report a potential hazard or incident on the school site, please contact the Principal on 5472 1522
- For parent payments, please contact Karen Mahoney on 5472 1522
- For all other enquiries, please contact our Office on 5472 1522

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 16<sup>th</sup> August 2019, School Council Consulted 19<sup>th</sup> August 2019 and is scheduled for review in August 2022/23.