

COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Echuca East 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

Example 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 Office on 03 5482 2588, echuca.east.ps@edumail.vic.gov.au or via the Flexibuzz app
- to report any urgent issues relating to a student on a particular day, please contact teacher or front office on 03 5482 2588, echuca.east.ps@edumail.vic.gov.au or via the Flexibuzz app
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact the front office 03 5482 2588, echuca.east.ps@edumail.vic.gov.au or via the Flexibuzz app
- to make a complaint, please contact the Principal/Assistant Principal on 03 5482 2588 or echuca.east.ps@edumail.vic.gov.au. Please also refer to our Complaints policy.
- to report a potential hazard or incident on the school site, please contact the front office on 03 5482 2588 or echuca.east.ps@edumail.vic.gov.au
- for parent payments, please contact the Business Manager on 03 5482 2588 or echuca.east.ps@edumail.vic.gov.au
- for all other enquiries, please contact our Office on 03 5482 2588 or echuca.east.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 20 August 2019 and is scheduled for view in August 2023.