

COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Skipton 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

Skipton 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 log an absence on the Compass portal.
- to report any urgent issues relating to a student on a particular day, please contact the front office.
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher or the principal.
- for enquiries regarding camps and excursions, please contact the business manager or the teacher managing the camp.
- to make a complaint, please contact the principal by calling the school or emailing Nicholas.keating@education.vic.gov.au.
- to report a potential hazard or incident on the school site, please contact the front office.
- for parent payments, please contact the business manager at the front office.
- for all other enquiries, please contact the front office.

School Phone Number: 5340 2002

School Email Address: Skipton.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 1-2 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 in October 2020 and is scheduled for review in 2022.