

## COMMUNICATION WITH SCHOOL STAFF POLICY

### PURPOSE

This policy explains how Anglesea 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

Anglesea 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 business manager on (03) 5263 1231
- to report any urgent issues relating to a student on a particular day, please contact the business manager or principal on (03) 5263 1231.
- to discuss a student's academic progress, health or wellbeing, please contact your child's home room teacher on their email address, which is found in the school newsletter.
- for enquiries regarding camps and excursions, please contact your child's home room teacher on their email address, which is found in the school newsletter.
- To make a complaint, please also refer to our Complaints Policy. If required, contact the principal on (03) 5263 1231 or email at: [murray.surkitt@education.vic.gov.au](mailto:murray.surkitt@education.vic.gov.au)
- to report a potential hazard or incident on the school site, please contact the principal on (03) 5263 1231 or [surkitt.murray.v@edumail.vic.gov.au](mailto:surkitt.murray.v@edumail.vic.gov.au).
- for parent payments, please contact business manager on (03) 5263 1231
- for all other enquiries, please contact our Office on (03) 5263 1231 or [anglesea.ps@edumail.vic.gov.au](mailto:anglesea.ps@edumail.vic.gov.au).

School staff will do their 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 September 2020 and is scheduled for review in September 2023.