



Communication with Staff Policy

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| Purpose | This policy explains how Grovedale West 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 | <p>Grovedale West 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:</p> <ul style="list-style-type: none">• to report a student absence, please contact the Office on 52414774 or use COMPASS. Do not use the school diary.• to report any urgent issues relating to a student on a particular day, please contact the front office on 52414774• to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher by recording a note in the child's diary or by phoning the office on 52414774.• for enquiries regarding camps and excursions, please contact the office on 52414774• to make a complaint, please contact the Principal/Assistant Principal] on 52414774 or email the school. Please also refer to our Complaints policy.• to report a potential hazard or incident on the school site, please contact the office on 52414774.• for parent payments, please contact the front office on 52414774• for all other enquiries, please contact our Office on 52414774 <p>School staff will do our best to respond to general queries as soon as possible and ask that you allow us up to 7 working days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.</p> |
| Review cycle | This policy was last updated on 22/8/18 and is scheduled for review in March 2021 |