

COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Courtenay Gardens 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

Courtenay Gardens 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 Courtenay Gardens Primary School
- to report any urgent issues relating to a student on a particular day, please contact the front office and ask to speak with someone from the Principal team
- to discuss a student's academic progress, health or wellbeing, please contact your Classroom Teacher or Year Level Coordinator as your first contact point
- for enquiries regarding camps and excursions, please contact the Year Level Coordinator
- to make a complaint, please contact the Principal Team. Please also refer to our Complaints policy available on the website
- to report a potential hazard or incident on the school site, please contact the Principal Team
- for parent payments, please contact the front office
- for all other enquiries, please contact our Office

The school contact number is (03) 5995 7139

School staff will do their best to respond to general queries as soon as possible and ask that you allow 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 July 2019 and is scheduled for review in July 2022.