

Communication with School Staff Policy

St Albans East Primary School



Date: March 2018

Rationale	St Albans East Primary School understands the importance of providing helpful and timely responses to common enquiries from parents and carers.
Aim	This policy explains how St Albans East Primary School proposes to manage common enquiries from parents and carers.
Implementation	<p>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 school office on 9366 2071• to report any urgent issues relating to a student on a particular day, please contact the office on 9366 2071• to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher or a member of the leadership team• for enquiries regarding camps and excursions, please contact your child's classroom teacher• to make a complaint, please contact the Principal/Assistant Principal on 9366 2071, please also refer to our Complaints policy• to report a potential hazard or incident on the school site, please contact Principal / Assistant Principal on 9366 2071• for parent payments, please contact the office on 9366 2071• for all other enquiries, please contact our office on 9366 2071. <p>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.</p> <p>Requests for information</p> <p>Parents and carers are generally entitled to information ordinarily provided to parents, including school reports and newsletters.</p> <p>Parents and carers seeking information that is not ordinarily provided to parents are encouraged to apply for access through the Freedom of Information process, or, if the information is sought for use in court proceedings, by issuing a subpoena.</p> <p>Freedom of Information requests should be directed to: Manager – Freedom of Information Unit Department of Education and Training 2 Treasury Place</p>

EAST MELBOURNE VIC 3002
03 9637 3134
foi@edumail.vic.gov.au

Evaluation

This policy will be reviewed as part of the school's three year review cycle.

Review Year

March 2021