



## COMMUNICATION WITH SCHOOL STAFF POLICY

### PURPOSE

This policy explains how Gardenvale 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

Gardenvale 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 enter through COMPASS
- to report any urgent issues relating to a student on a particular day, please contact the office on 95962871 Senior Campus or 95968550 Junior Campus
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact the teacher in charge
- to make a complaint, please contact the Principal/Assistant Principal on 95962871 Senior Campus or 95968550 Junior Campus. Please also refer to our Complaints policy
- to report a potential hazard or incident on the school site, please contact the Principal/Assistant Principal on 95962871 Senior Campus or 95968550 Junior Campus or email [gardenvale.ps@edumail.vic.gov.au](mailto:gardenvale.ps@edumail.vic.gov.au)
- for parent payments, please contact the office on 95962871 Senior Campus or 95968550 Junior Campus or pay directly on the QHR App
- for all other enquiries, please contact our Office on 95962871 Senior Campus or 95968550 Junior Campus or email [gardenvale.ps@edumail.vic.gov.au](mailto:gardenvale.ps@edumail.vic.gov.au)

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.

### REVIEW CYCLE

This policy was last updated on July 2019 and is scheduled for review in July 2023