



COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Mandama 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

Mandama 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 Office on 52430820 or log onto COMPASS.
- to report any urgent issues relating to a student on a particular day, please contact the Office.
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher.
- for enquiries regarding camps and excursions, please contact the Office or the classroom teacher.
- to make a formal complaint, please contact the Principal/Assistant Principal. Please also refer to our Complaints policy, available on the school website.
- to report a potential hazard or incident on the school site, please contact the Assistant Principal.
- for parent payments, please contact our Office.
- for all other enquiries, please contact our Office.

School staff will do their best to respond to general queries as soon as possible and ask that you allow us 2 working days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

If parents/carers would prefer to communicate via email, you can address your email to the relevant staff member and send to: mandama.ps@edumail.vic.gov.au

REVIEW CYCLE

This policy was last updated on 12th June, 2018 and is scheduled for review in June, 2021.