



# COMMUNICATION WITH STAFF POLICY



## **Help for non-English speakers**

If you need help to understand the information in this policy, please contact the school office.

## **PURPOSE**

This policy explains how Diamond Creek Primary School proposes to manage common enquiries from parents and carers.

This policy applies to school staff, and all parents and carers in our community.

## **POLICY**

Diamond Creek 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 (School number is 03 9438 1108):

- to report a student absence, please use Compass or if unable to connect, contact reception
- to report any urgent issues relating to a student on a particular day, please contact the class teacher, the Principal or if all unavailable, school reception
- 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 Physical Education teacher or classroom teachers
- to make a complaint, please contact the classroom teacher, or the Principal (or lead staff) if more serious. Please also refer to our Parent Queries, Concerns and Complaints policy.
- to report a potential hazard or incident on the school site, please contact reception.
- for parent payments, please contact the Business Manager at reception
- for all other enquiries, please contact reception.

School staff will do their best to respond to general queries as soon as possible and within 2 – 3 working days to provide you with a detailed response. Urgent matters will be dealt with within 24 hours where possible.

## **EVALUATION AND REVIEW**

This policy is listed for review as per the school's policy review schedule.