



COMMUNICATING WITH SCHOOL STAFF POLICY

Approved by School Council:
Not required

Review date:
April 2022

PURPOSE

This policy explains how Gladstone Views 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

Gladstone Views 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 student absence into Compass, contact classroom teacher or advise the office
- to report any urgent issues relating to a student on a particular day, please contact the front 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 Coordinator in charge of organising the camp
- to make a complaint, please contact the Principal or Assistant Principal on 93386083. Please also refer to our Complaints Policy
- to report a potential hazard or incident on the school site, please contact the Principal, Assistant Principal or the front office
- for parent payments, please contact the front office
- for all other enquiries, please contact our Office on 93386083

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.

Requests for information

Parents and carers are generally entitled to information ordinarily provided to parents, including school reports and newsletters. 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.

Freedom of Information requests should be directed to:

Manager – Freedom of Information Unit
Department of Education and Training
2 Treasury Place
EAST MELBOURNE VIC 3002
03 9637 3134
foi@edumail.vic.gov.au

Review Cycle:

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