

COMMUNICATION WITH SCHOOL STAFF POLICY

Purpose

This policy explains how South Yarra 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

South Yarra 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 place the information directly onto Compass (via the green cross)
- to report any urgent issues relating to a student on a particular day, please contact the front office on 03 98663424
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact the front office on 03 98663424.
- to make a complaint, please contact the front office on 98663424. The complaint will be referred to the Principal or Assistant Principal. Please also refer to our Complaints Policy, available on the SYPS website.
- to report a potential hazard or incident on the school site, please contact the front office on 03 98663424.
- for parent payments, please contact the front office on 03 98663424.
- for all other enquiries, please contact our Office on 03 98663424 or via the school's email address: south.yarra.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 response. We will endeavour to respond to urgent matters within 24 hours where possible.

Review Cycle

This policy was last updated on August 6, 2018 and is scheduled for review in August, 2020.

SCHOOL COUNCIL NOTED THIS POLICY ON AUGUST 14th, 2018.