

PERANBIN PRIMARY COLLEGE

COMMUNICATION WITH SCHOOL STAFF POLICY



PURPOSE

This policy explains how Peranbin Primary College 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

Peranbin Primary College 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 your child's campus by phone/SMS/SchoolStream or email.
- to report any urgent issues relating to a student on a particular day, please contact child's campus by phone or email
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher/ Campus Manager or the College Principal on 0437226693
- for enquiries regarding camps and excursions, please contact your child's classroom teacher/ Campus Manager.
- to make a complaint, please contact the Principal on 0437226693 or Peranbin.pc@edumail.vic.gov.au Please also refer to our Complaints policy, available: <http://www.peranbinpc.vic.edu.au/resources/>
- to report a potential hazard or incident on the school site, please contact your Campus Manager or the Operations and Business Manager Pat Cherry on 57981431
- for parent payments, please contact Operations and Business Manager Pat Cherry on 57981431
- for all other enquiries, please contact our Office on 57981431

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 in November 2018 and is scheduled for view in November 2021.