



## Linton Primary School

# COMMUNICATION WITH SCHOOL STAFF POLICY

### PURPOSE

This policy explains how Linton 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

Linton 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 class teacher on our school phone 53447341 or call 0429694011.
- to report any urgent issues relating to a student on a particular day, please contact the Principal on 53447341 or mobile 0429694011.
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher.
- for enquiries regarding camps and excursions, please contact your class teacher on 53447341 or call 0429694011.
- to make a complaint, please contact the Principal on 53447341 or 0429694011 or by email on [Linton.ps@education.vic.gov.au](mailto:Linton.ps@education.vic.gov.au). Please also refer to our Complaints policy, available on our website and on request.
- to report a potential hazard or incident on the school site, please contact the Principal on 53447341 or 0429694011 or email [Linton.ps@education.vic.gov.au](mailto:Linton.ps@education.vic.gov.au)
- for parent payments, please contact the Business Manager on Wednesday's on 53447341 or by email on [Linton.ps@education.vic.gov.au](mailto:Linton.ps@education.vic.gov.au)
- for all other enquiries, please contact our Office on 53447341 or 0429694011 or email on [Linton.ps@education.vic.gov.au](mailto:Linton.ps@education.vic.gov.au)

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 3 – 4 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 on 20<sup>th</sup> May 2020 and is scheduled for review in May 2023.

***Linton Primary School fosters responsible, proud and respectful citizens.***