

COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Eastwood 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

Eastwood 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:

Student Absences:

- Please report all student absences via Compass.

Please contact the School Office:

- to report a student absence if you do not have access to Compass
- to report any urgent issues relating to a student on a particular day. This information will be promptly forwarded to the relevant classroom teacher
- for parent payment queries
- for general school inquiries.

Contact your child's classroom teacher via Compass:

- to discuss your child's academic progress, health or wellbeing
- for enquiries regarding camps and excursions.

Contact the Principal:

- to report a potential hazard or incident on the school site
- to make a complaint. *Please also refer to our Complaints Policy, available on the school's website*
- to follow up on any matters you believe are beyond the classroom teacher's responsibility.

Face to Face meetings can be arranged on school grounds at times that are suitable to all parties.

Please note: ***Classroom and specialist teachers have a legal responsibility to be with their class during instruction times. As a result, teachers are unable to discuss any matters with parents/carers during these times.***

School staff will do our best to respond to general queries as soon as possible and ask that you allow us at least 2 to 3 working days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

School staff will respond to queries between 8:30am and 5:00pm Mondays to Fridays. Please note teachers will not be expected to reply to queries during weekends, public holidays or school holidays.

REVIEW CYCLE

This policy was last updated in May 2021 and is scheduled for review in 2024.