



GLENROY WEST PRIMARY SCHOOL COMMUNICATION WITH SCHOOL STAFF POLICY

Purpose

This policy explains how Glenroy West 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

Glenroy West 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 office on 9306 8955 or use COMPASS
- to report any urgent issues relating to a student on a particular day, please contact front office on 9306 8955
- to discuss a student's academic progress, health or wellbeing, please contact your child's class teacher
- for enquiries regarding camps and excursions, please contact the Year Level Coordinator on 9306 8955
- to make a complaint, please contact the Principal/Assistant Principals on 9306 8955
- Please also refer to our Managing Complaints and Grievances policy, available on our school website
- to report a potential hazard or incident on the school site, please contact the Principal / Assistant Principals on 94601668
- for parent payments, please contact the office on 9306 8955
- for all other enquiries, please contact the office on 9306 8955

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 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

This policy will be reviewed every three years and following significant incidents if they occur.

This policy was ratified by School Council 30 July 2019

The policy will be next reviewed 2022
