

# Marlborough Primary School

## School Policies Manual

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## COMMUNICATION WITH STAFF

### PURPOSE

This policy explains how Marlborough 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

Marlborough 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 use Compass or contact the school administration office on 98703468
- to report any urgent issues relating to a student on a particular day, please contact the school administration office on 98703468
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher
- for enquiries regarding camps and excursions, please contact the teaching and learning leader in your child's unit on 98703468
- to make a complaint, please contact the Shaun McClare or Neil Butler at [mcclare.shaun.a@edumail.vic.gov.au](mailto:mcclare.shaun.a@edumail.vic.gov.au) or [butler.neil.j@edumail.vic.gov.au](mailto:butler.neil.j@edumail.vic.gov.au) Please also refer to our Complaints policy
- to report a potential hazard or incident on the school site, please contact the school administration office on 98703468
- for parent payments, please contact the school administration office on 98703468
- for all other enquiries, please contact our office on 98703468

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 2 business 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 April 2018 and is scheduled for view in 2019.