



# COMMUNICATION WITH SCHOOL STAFF POLICY

## PURPOSE

This policy explains how Langwarrin Park 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

Langwarrin Park 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 9775 7533 or use the Skoolbag App.
- to report any urgent issues relating to a student on a particular day, please contact the Office on 9775 7533
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact the Year Level Coordinator on 9775 7533 or at [langwarrin.park.ps@edumail.vic.gov.au](mailto:langwarrin.park.ps@edumail.vic.gov.au)
- to make a complaint, please contact the Principal/Assistant Principal on 9775 7533 or at [langwarrin.park.ps@edumail.vic.gov.au](mailto:langwarrin.park.ps@edumail.vic.gov.au) Please also refer to our Complaints policy, available on the website: [www.langwarrinparkps.vic.edu.au](http://www.langwarrinparkps.vic.edu.au)
- to report a potential hazard or incident on the school site, please contact the Principal/Assistant Principal on 9775 7533 or at [langwarrin.park.ps@edumail.vic.gov.au](mailto:langwarrin.park.ps@edumail.vic.gov.au)
- for parent payments, please contact Business Manager, Sue Guest on 9775 7533 or at [langwarrin.park.ps@edumail.vic.gov.au](mailto:langwarrin.park.ps@edumail.vic.gov.au)
- for all other enquiries, please contact our Office on 9775 7533 or at [langwarrin.park.ps@edumail.vic.gov.au](mailto:langwarrin.park.ps@edumail.vic.gov.au)

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 on May 2018 and is scheduled for review in 05/21

# PARENT COMPLAINT FLOWCHART

