

COMMUNICATION WITH SCHOOL STAFF POLICY

RATIONALE:

The Communication with School Staff Policy reinforces both the school values of safety, fairness and kindness as well as enabling an efficient and predictable communication process. Chatham 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/s to assist them, the information below outlines key contacts for common queries.

1.0 PURPOSE:

- 1.1 To explain how Chatham Primary School manages enquiries from parents and carers
- 1.2 To ensure that members of our community understand Chatham Primary School's expectations for appropriate interactions with school staff
- 1.3 To ensure that all staff at Chatham Primary School work in a safe and supportive environment
- 1.4 To ensure that all parents/carers and visitors to our school behave in an appropriate and respectful manner to school staff at all times

2.0 GUIDELINES FOR ACTION:

- 2.1 To report a student absence, log in to Compass and report the absence under "approvals".
- 2.2 To report any urgent issues relating to a student on a particular day, please contact the School Office on 9830 1933.
- 2.3 To discuss a student's academic progress, health or wellbeing, please contact your child's class teacher.
- 2.4 For enquiries regarding camps and excursions, please contact your class teacher or the School Office.
- 2.5 To make a complaint, please contact the Principal or Assistant Principal via email – chatham.ps@edumail.vic.gov.au. Please also refer to our Complaints Policy, available at [Complaints Policy](#)
- 2.6 To report a potential hazard or incident on the school site, please contact the OH&S representative, Sue Minshull via the Office.
- 2.7 For parent payments, please contact the Business Manager, via the School Office.
- 2.8 For all other enquiries, please contact our Office on 9830 1933 or chatham.ps@edumail.vic.gov.au

3.0 BASIS FOR DISCRETION:

- 3.1 School staff will do our best to respond to general queries as soon as possible and ask that you allow us 5-7 working days to provide you with a detailed response. We will endeavour to respond to urgent matters as soon as practicable.

Policy Review Date: This policy was last updated on 24/08/18 and is scheduled for review in 2022.