



# Communication with School Staff Policy

**Ratified by School Council:** N/A

**Review Date:** February 2024

## Rationale

This policy explains how Wedge 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.

## Implementation

Wedge 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 log in to the Compass Portal or contact the office on 97437595
- to report any urgent issues relating to a student on a particular day, please contact the office on 97437595
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher or Teaching and Learning Coach
- for enquiries regarding camps and excursions, please contact the office on 97437595
- to make a complaint, please contact a member of the Principal via the office on 97437595. Please also refer to our Complaints policy, available on the school website
- to report a potential hazard or incident on the school site, please contact the office on 97437595
- for parent payments, please contact the office on 97437595.
- for all other enquiries, please contact our Office on 97437595.

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.