

Communication and Procedure Policy

2019 -2023 Teamwork – Honesty –
Respect – Belonging

Purpose

This policy explains how St Albans Heights 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

St Albans Heights 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 Front Office
- to report any urgent issues relating to a student on a particular day, please contact the Front Office
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher via the Front Office
- for enquiries regarding camps and excursions, please contact the Front Office
- to make a complaint, please contact the the Front Office to make a time with the Principal/Assistant Principal
- to report a potential hazard or incident on the school site, please contact the Front Office

- for parent payments, please contact the Front Office
- for all other enquiries, please contact our Office on [number/email].

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 March 2019 and is scheduled for view in March 2023

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