



## PURPOSE

This policy explains how Healesville 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

Healesville 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 your child's class teacher through dojo, email or the school office on 59624053
- to report any urgent issues relating to a student on a particular day, please contact your child's teacher or the Principal
- to discuss a student's academic progress, health or wellbeing, please contact your child's class teacher through dojo, email or the school office on 59624053
- for enquiries regarding camps and excursions, please contact your child's class teacher through dojo, email or the school office on 59624053
- to make a complaint, please contact the Principal on 59624053 or through email [tracey.robertsonsmith@education.vic.gov](mailto:tracey.robertsonsmith@education.vic.gov).
- to report a potential hazard or incident on the school site, please contact the school office on 59624053
- for parent payments, please contact the school office on 59624053 for all other enquiries, please contact our Office on 59624053 or email [healesville.ps@education.vic.gov.au](mailto:healesville.ps@education.vic.gov.au)
- School staff will do our best to respond to general queries as soon as possible and ask that you allow us 1-2 working days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

### Requests for information

Parents and carers are generally entitled to information ordinarily provided to parents, including school reports and newsletters.

## COMMUNICATION

This policy will be communicated to our school community in the following ways:

- Available publicly on our school's website
- Included in staff induction processes
- Discussed at staff briefings/meetings as required

## REVIEW CYCLE

This policy was last updated on June 2021 and is scheduled for view in June 2024