



Communication with School Staff

POLICY

PURPOSE

This policy explains how Ararat 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

Ararat 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 School Office on 03 5352 1253
- to report any urgent issues relating to a student on a particular day, please contact the School Office on 03 5352 1253
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher, either by contacting the School Office, messaging via the SeeSaw App or in your Child's communication book/diary.
- for enquiries regarding camps and excursions, please contact your child's classroom teacher or the School Office on 03 5352 1253
- to make a complaint, please contact the Principal or Assistant Principal on 03 5352 1253. Please also refer to our Complaints policy, which is available on the Schools website.
- to report a potential hazard or incident on the school site, please contact the School Office on 03 5352 1253
- for parent payments, please contact the School Office on 03 5352 1253
- for all other enquiries, please contact our School Office on 03 5352 1253

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 2 – 3 school days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

REVIEW PERIOD

This policy will be officially reviewed as part of the school's three-year review cycle.

This policy was last ratified by School Council in

NOVEMBER 2020