



MORELAND PRIMARY SCHOOL – NO 2837

COMMUNICATION WITH SCHOOL STAFF

PURPOSE

This policy explains how Moreland 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

Moreland 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 enter the absence on COMPASS or phone the office on 9386 2510
- to report any urgent issues relating to a student on a particular day, please contact the office on the above number
- to discuss a student's academic progress, health or wellbeing, please contact your home group teacher and /or Team Leader
- for enquiries regarding camps and excursions, please contact the Assistant Principal or Team leader on 9386 2510
- to make a complaint, please contact the Principal/Assistant Principal on the school phone number. Please also refer to our Complaints policy, available: at www.morelandps.vic.edu.au
- to report a potential hazard or incident on the school site, please contact the Principal moreland.ps@edumail.vic.gov.au
- for parent payments, please contact the Business Manager on 9386 2510
- for all other enquiries, please contact our Office on the above phone number

The school staff will do their best to respond to general queries as soon as possible and ask that you allow 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 created on 18th September 2019 and is scheduled for view in September 2021.