



MULGRAVE PRIMARY SCHOOL

Gladeswood Drive, Mulgrave Vic 3170

COMMUNICATION WITH SCHOOL STAFF Policy

PURPOSE

This policy explains how Mulgrave 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

Mulgrave 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 front office on 9795 2477 and choosing option 1 and leaving details on the absence line or by using the absence tab on the Flexibuzz app. There are also absence forms available from the front office
- to report any urgent issues relating to a student on a particular day, please contact school front office 9795 2477
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact [your classroom teacher]
- to make a complaint, please contact the Principal on 9795 2477 or mulgrave.ps@edumail.vic.gov.au, please also refer to our Complaints policy.
- to report a potential hazard or incident on the school site, please contact school front office on 9795 2477
- for parent payments, please contact the Business Manager on 9795 2477
- for all other enquiries, please contact our School Front Office on 9795 2477 or mulgrave.ps@edumail.vic.gov.au

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 16/10/18 and is scheduled for review in October 2022.