

LONGFORD PRIMARY SCHOOL

Communication with School Staff Policy

PURPOSE

This policy explains how Longford 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

Longford 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 5149 7210.
- to report any urgent issues relating to a student on a particular day, please contact the school office on 5149 7210.
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher.
- for enquiries regarding camps and excursions, please contact the school office on 5149 7210.
- to make a complaint, please arrange a meeting with the Principal through the school office via email or telephone on 5149 7210. Please also refer to our Complaints policy, available: [Complaints Policy.docx](#)
- to report a potential hazard or incident on the school site, please contact the school office on 5149 7210
- for parent payments, please contact the school office on 5149 7210
- for all other enquiries, please contact our Office on 5149 7210 or longford.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

Date Approved and Implemented	23/6/2020
Approval Authority (Signature and date)	
Date Reviewed	22/5/2020
Responsible for Review	Principal
Next Review Date	May 2024
References	DET