



MOSSFIEL PRIMARY SCHOOL

COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Mossfiel 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

Mossfiel 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 97491227 and leave a message by dialing 1
- to report any **urgent** issues relating to a student on a particular day, please contact one of the Assistant Principals on 97491227
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher
- for enquiries regarding camps and excursions, please contact the office
- to make a **complaint**, please contact the Principal by making an appointment at the office. Please also refer to our Complaints policy, available on our website
- to report a potential hazard or incident on the school site, please contact the office
- for parent payments, please contact the office
- for all other enquiries, please contact the office on 97491227

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 48 hours where possible.

Requests for information

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

Parents and carers seeking information that is not ordinarily provided to parents are encouraged to apply for access through the Freedom of Information process, or, if the information is sought for use in court proceedings, by issuing a subpoena.

Freedom of Information requests should be directed to:

Manager – Freedom of Information Unit
Department of Education and Training
2 Treasury Place
EAST MELBOURNE VIC 3002
03 9637 3134
foi@edumail.vic.gov.au

REVIEW CYCLE

School/VRQA/Department	Approval Process	Last Updated	Review Cycle	Scheduled for Review
School	Not Required	May 2020	3 years	May 2023