

Communication with School Staff Policy

Purpose:

- This policy explains how Cranbourne Carlisle Primary School proposes to manage common inquiries from parents and carers.

Scope:

This policy applies to school staff and all parents and carers in our community.

Policy:

Cranbourne Carlisle 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 an absence, please contact the School Office on 5991 3600, or send a notification through the Skoolbag app
- to report any urgent issues relating to a child on a particular day, please contact the School Office
- to discuss a child's academic progress, health or wellbeing, please contact the classroom teacher
- for enquiries regarding camps and excursions, please contact the classroom teacher
- to make a complaint, please contact the Principal or Assistant Principal via the School Office. Please also refer to our Complaints policy, available at http://www.cranbournecarlisleps.vic.edu.au/?page_id=73
- to report a potential hazard or incident on the school site, please contact the School Office on [number/email]
- for parent payment plans, please contact the Business Manager via the School Office. Outside of core hours, contact the Cushman and Wakefield help desk on 1300 724 787 or call 000.
- for all other enquiries, please contact the School Office on 5991 3600.

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 period:

This policy was last updated on 04.07.2018 and is scheduled for review in July 2021.

Cranbourne Carlisle Primary School



Many Cultures, One Community