



COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Whittington 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

Whittington 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:

Contact the front office on 5248 1795 to:

- report a student absence
- report any urgent issues relating to a student on a particular day
- to report a potential hazard or incident on the school site - please also communicate the hazard or incident via email on whittington.ps@edumail.vic.gov.au
- for parent payments
- for all other enquiries

Contact your classroom teacher to:

- discuss a student's academic progress, health or wellbeing
- discuss enquiries regarding camps and excursions

Contact the Principal/Assistant Principal on 5248 1795 to:

- make a complaint. Please also refer to our Complaints policy, available: <https://www.whittingtonps.vic.edu.au/our-school/policies-and-reports/policies>

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.

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

This policy was last updated on 2 March 2020 and is scheduled for view in September 2023.

Whittington PS