

## Communication with School Staff Policy

### Purpose

The purpose of this policy is to:

- Explain how Balwyn North Primary School manages enquiries from parents and carers.

### Scope

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

### Implementation

Balwyn North Primary School understands the importance of providing helpful and timely responses to enquiries from parents and carers. At Balwyn North Primary School our main method of communication between parents and carers and teachers is the Compass portal. For all non-urgent matters, parents and carers are encouraged to contact the relevant staff member using this portal. 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 are:

- student absences should be reported to the classroom teacher and logged via the Compass portal
- contact the School Office for any urgent matters relating to a student
- student academic progress, health or wellbeing should be discussed with your child's classroom teacher or the year level Teaching and Learning Leader via the Compass portal. Alternatively, enquires can be directed to the School Office
- enquiries regarding camps and excursions should be directed to the Camp organiser through the Compass portal or by contacting the School Office
- complaints should be made to the Principal or Assistant Principal through the School Office or via the school Compass portal. Please also refer to the Balwyn North Primary School Complaints policy.
- to report a potential hazard or incident on the school site, please contact the School Office
- for enquiries regarding parent payments, please contact the School Office
- for all other enquiries, please contact our School Office

Face to face meetings with your child's teacher can also be arranged at a mutually agreed time. To organise a meeting please see your child's classroom teacher.

School staff endeavour to respond to general queries as soon as practicable and within 3 working days. Urgent matters will be responded to within 24 hours where possible.

### Evaluation

This policy will be reviewed as a part of the school's three year review process.

Date ratified: 22/10/2019