



1050 Wangaratta-Whitfield Road
OXLEY VIC 3678
Phone: 03 5727 3312
Email: oxley.ps@education.vic.gov.au

COMMUNICATION WITH SCHOOL STAFF

PURPOSE:

This policy explains how Oxley 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:

Oxley 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 on (03) 5727 3312.
- to report any urgent issues relating to a student on a particular day, please contact the school on (03) 5727 3312.
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher preferably via email.
- for enquiries regarding camps and excursions, please contact the school on (03) 5727 3312.
- to make a complaint, please initially contact the Principal on (03) 5727 3312 and then in writing via email. Please also refer to the school's Complaints Policy, available on the school's webpage: <http://www.oxleyps.vic.edu.au/>
- to report a potential hazard or incident on the school site, please contact the school on (03) 5727 3312.
- for parent payments, please contact the Business Manager on (03) 5727 3312.
- for all other enquiries, please contact our Office on (03) 5727 3312.

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:

REVIEW DATE	July, 2020
APPROVED AT SCHOOL COUNCIL	August 18, 2020
NEXT REVIEW DATE	August, 2021