**COMMUNICATING WITH SCHOOL STAFF POLICY**

**Purpose**

This policy explains how Rosewood Downs 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**

Rosewood Downs 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. The school phone number is 9795 3744.

* To report a student absence, please contact the school office or use the Flexibuzz App
* To report any urgent issues relating to a student on a particular day, please contact the school office
* To discuss a student’s academic progress, health or wellbeing, please contact your classroom teacher/or the Assistant Principal
* For enquiries regarding camps and excursions, please contact the classroom teacher through the school office
* To make a complaint, please contact the Principal/Assistant Principal. Please also refer to our Complaints Policy, available on our web page.
* To report a potential hazard or incident on the school site, please contact Principal/Assistant Principal.
* For parent payments, please contact the Business manager
* For all other enquiries, please contact our office.

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 Period**

This policy was last updated on 07/05/2018 and is scheduled for view in May 2020.