

COMMUNICATION WITH SCHOOL STAFF POLICY



PURPOSE

This policy explains how Kingswood 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

Kingswood 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 notify the school by completing an absence on Compass
- to report any urgent issues relating to a student on a particular day, please contact the front office on 9551-1727
- to discuss a student's academic progress, health or wellbeing, please first contact your classroom teacher
- for enquiries regarding camps and excursions, please contact your classroom teacher
- to make a complaint, please contact the Principal on kingswood.ps@education.vic.gov.au
Please also refer to our [Complaints policy](#)
- to report a potential hazard or incident on the school site, please contact the principal on 9551-1727
- for parent payments, please contact the business manager on kingswood.ps@education.vic.gov.au
- for all other enquiries, please contact our Office at kingswood.ps@education.vic.gov.au

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 2-3 days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

REVIEW CYCLE

This policy was last updated on 27th May, 2024 and is scheduled for review in May 2027.