

COMMUNICATION WITH SCHOOL STAFF POLICY

Please ensure that you insert information relevant to your school where prompted in yellow, and amend references to “Example School” so that they are replaced with your school name. For this policy to be effective, it must be localised and relevant to the needs of your school community and student population. Therefore, you must edit the text in yellow to reflect the individual circumstances of your school. You are encouraged to change the font and text styles used in this template to reflect your school colours and include your school logo where possible.

PURPOSE

This policy explains how Manor Lakes P12 College 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

Manor Lakes P12 College 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 Administration on 9741 4202 or mark your child’s attendance on Compass
- to report any urgent issues relating to a student on a particular day, please contact Administration on 9741 4202 and they will direct your call
- to discuss a student’s academic progress, health or wellbeing, please contact your child’s Home Group Teacher, Subject Teacher or Year Level Coordinator
- for enquiries regarding camps and excursions, please contact the teacher organising the excursion
- to make a complaint, please contact the Principal Team on 9741 4202
 - Executive Principal – Stephen Warner
 - Supported Learning Principal – Mel Vago
 - Primary Principal – Kim McCabe
 - Secondary Principal – Renee Liprino
- to report a potential hazard or incident on the school site, please contact Administration on 9741 4202
- for parent payments, please contact Administration on 9741 4202
- for all other enquiries, please contact Administration on 9741 4202

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 **25/10/2018** and is scheduled for view in **November 2021**