



COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Bellaire 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

Bellaire 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 complete the absence form on Sentral or contact the school office on 5243 5203.
- To report any urgent issues relating to a student on a particular day, please contact the school office on 5243 5203.
- To discuss a student's academic progress, health or wellbeing, please contact your classroom teacher via Seesaw or by contacting the front office.
- For enquiries regarding camps and excursions, please contact the front office.
- To make a complaint, please contact the Leadership Team on 5243 5203.. Please also refer to our Complaints policy.
- To report a potential hazard or incident on the school site, please contact the office.
- For parent payments, please contact the 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.

REVIEW CYCLE

This policy was last updated in 2021 and is scheduled for view in [month/year].