

PURPOSE

This policy explains how Murchison 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

Murchison 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 office via Flexibuzz or ring 03 5826 2391
- to report any urgent issues relating to a student on a particular day, please contact the school office on 03 5826 2391
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher/ Home Room teacher
- for enquiries regarding camps and excursions, please contact the teacher in charge or the school office
- to make a complaint, please contact the teacher concerned or Principal. Please also refer to our Complaints policy
- to report a potential hazard or incident on the school site, please contact School office
- for parent payments, please contact the school office
- for all other enquiries, please contact our Office on 03 5826 2391

School staff will do our best to respond to general queries as soon as possible and ask that you allow us time to provide you with a detailed response. We will endeavour to respond to urgent matters as soon as possible.

REVIEW CYCLE

This policy was last updated in July 2019 and is scheduled for annual review.