



PURPOSE

This policy explains how Black Rock 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

Black Rock 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's absence, the **preferred** option is notification via COMPASS (app or desktop)
- if the COMPASS option is not available: Telephone the school office on 95982293 or email the school on black.rock.ps@edumail.vic.gov.au
- to report any urgent issues relating to a student on a particular day, *Eg alternative pick up arrangements-* please telephone the school office on 95982293
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher via their email available on COMPASS (Look for the dropdown box "email your child's teacher").
- to make a complaint, please contact the Principal Sam Tyndall or /Assistant Principal Jayne Timms on 95982293 or email black.rock.ps@edumail.vic.gov.au
- our complaints policy is available on the school website
- to report a potential hazard or incident at school please contact Principal Sam Tyndall or Assistant Principal Jayne Timms on 95982293 or email black.rock.ps@edumail.vic.gov.au
- for parent payments, please use COMPASS or contact the office
- for all other enquiries, please contact our Office on 95982293 or the school email on black.rock.ps@edumail.vic.gov.au

School staff will respond to email queries within 2 – 3 working days.

Please note that staff may not read, respond or action emails outside regular working hours.

REVIEW CYCLE

This policy was last updated on Feb 2020 and is scheduled for view in Feb 2022