



Merri River School

<http://www.merrirs.vic.edu.au>

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COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Warrnambool Special Developmental 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

Warrnambool Special Developmental 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 front office on 55611711 or your child's teacher via the communication book or email.
- to report any urgent issues relating to a student on a particular day, please contact the school front office on 55611711.
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher.
- for enquiries regarding camps and excursions, please contact either the school from office or your child's classroom teacher.
- to make a complaint, please contact the Principal or Assistant Principal on 55611711. Please also refer to our Complaints policy.
- to report a potential hazard or incident on the school site, please contact the school from office on 55611711.
- for parent payments, please contact the school front office.
- for all other enquiries, please contact our Office on 55611711.

School staff will do their 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 on **June 2018** and is scheduled for view in **June 2022**.