

COMMUNICATION WITH SCHOOL STAFF POLICY



PURPOSE

This policy explains how Phoenix P12 Community College proposes to manage common enquiries from parents and carers.

This policy applies to school staff, and all parents and carers in our community.

POLICY

Phoenix P12 Community 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 the general office on the Absence Hotline 5329 3210 - or log the information on COMPASS.
- to report any urgent issues relating to a student on a particular day, please contact [front office 5329 3293
- to discuss a student's academic progress, health or wellbeing, please contact the General office and they will direct your call to the appropriate person or arrange an appointment or call back for you.
- for enquiries regarding camps and excursions, please the General office and they will direct your call to the appropriate person or arrange an appointment or call back for you.
- to make a complaint, please contact the General office and they will direct your call to the appropriate person or arrange an appointment or call back for you.
- Please also refer to our Complaints policy – which is available on the website.
- to report a potential hazard or incident on the school site, please the General office and they will direct your call to the appropriate person or arrange an appointment or call back for you.
- for parent payments, please contact the General office and they will direct your call to the appropriate person or arrange an appointment or call back for you.
- for all other enquiries, please contact the General office and your call will be directed to the appropriate person or arrange an appointment or call back for you.

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 3 working days to provide you with a detailed response. We will endeavour to respond to urgent matters within as soon as possible.