



COMMUNICATION POLICY

PURPOSE

This policy explains how Loch 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

Loch 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 office on 5659 4254 or use COMPASS
- to report any urgent issues relating to a student on a particular day, please contact front office on 5659 4254
- to discuss a student's academic progress, health or wellbeing, please contact your child's class teacher
- for enquiries regarding camps and excursions, please contact your class teacher on 5659 4254
- to make a complaint, please contact the Principal on 5659 4254
- Please also refer to our Complaints policy, available on our school website
- to report a potential hazard or incident on the school site, please contact the Principal on 5659 4254
- for parent payments, please contact our Business Manager in the office on 5659 4254
- for all other enquiries, please contact the office on 5659 4254

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.

Requests for information

Parents and carers are entitled to information ordinarily provided to parents, including school reports and newsletters. Parents and carers seeking information that is not ordinarily provided to parents are encouraged to apply for access through the Freedom of Information process, or, if the information is sought for use in court proceedings, by issuing a subpoena.

Freedom of Information requests should be directed to:

Manager – Freedom of Information Unit
Department of Education and Training
2 Treasury Place
EAST MELBOURNE VIC 3002
03 9637 3134
foi@edumail.vic.gov.au

Evaluation

This policy was last updated in August 2019 and is scheduled for review in August 2022.