



COMMUNICATION WITH SCHOOL STAFF POLICY

Purpose

This policy explains how Sandringham 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

Sandringham 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 place the information directly onto Sentral or through an email to sandringham.ps@edumail.vic.gov.au
- to report any urgent issues relating to a student on a particular day, please contact the front office on 03 95981488
- for enquiries regarding camps and excursions, please contact the front office on 03 95981488
- to make a complaint, please contact the front office on 95981488. The complaint will be referred to the Principal or Assistant Principal. Please also refer to our Complaints Policy, available on the SPS website.
- to report a potential hazard or incident on the school site, please contact the front office
- for parent payments, please contact the front office on 03 95981488
- for all other enquiries, please contact our Office on 03 95981488 or via the school's email address: sandringham.ps@edumail.vic.gov.au

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 response. We will endeavour to respond to urgent matters within 24 hours where possible.

Review Cycle

This policy is scheduled for review in August, 2021.