

## Policy

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### Purpose

This policy explains how Kororoit Creek 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

Kororoit Creek 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 front office on 8358 0600
- to report any urgent issues relating to a student on a particular day, please contact the front office on 8358 0600
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher or the Assistant Principal attached to your child's year level on 8358 0600 or alternatively at [kororoit.creek.ps@education.com.au](mailto:kororoit.creek.ps@education.com.au)
- for enquiries regarding camps and excursions, please contact the Assistant Principal attached to your child's year level on 8358 0600 or alternatively at [kororoit.creek.ps@education.com.au](mailto:kororoit.creek.ps@education.com.au)
- to make a complaint, please contact the Principal or the Assistant Principal attached to your child's year level on 8358 0600 or alternatively at [kororoit.creek.ps@education.com.au](mailto:kororoit.creek.ps@education.com.au). Please also refer to our [Complaints Policy](#).
- to report a potential hazard or incident on the school site, please contact the Principal on 8358 0600 or alternatively at [kororoit.creek.ps@education.com.au](mailto:kororoit.creek.ps@education.com.au)
- for parent payments, please contact Karen Ogilvie on 8358 0600 or alternatively at [kororoit.creek.ps@education.com.au](mailto:kororoit.creek.ps@education.com.au)
- for all other enquiries, please contact our front office on 8358 0600 or alternatively at [kororoit.creek.ps@education.com.au](mailto:kororoit.creek.ps@education.com.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 and evaluation

This policy was last updated on 28 February 2020 and will be scheduled for review every 3-4 years.