**B.6 COMMUNICATIONS WITH SCHOOL STAFF POLICY**

Communications with School Staff Policy

**PURPOSE**

This policy explains how Roberts McCubbin Primary School proposes to manage enquiries and communications from parents and carers.

One of the best ways that parents can help their children succeed in school is to be involved with their education. This starts with good communication between parents and teachers. This policy acknowledges the need for everyone to communicate in a courteous and respectful manner at appropriate times with timely feedback.

**SCOPE**

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

**POLICY**

Roberts McCubbin Primary School understands the importance of providing helpful and timely responses to enquiries from parents and carers. School staff will do our best to respond to general queries as soon as possible and ask that you allow us up to 2-3 working days to provide you with a detailed response.

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:

* Roberts McCubbin Primary School uses Compass School Manager as the main means of communication between school and home
* To report any urgent issues relating to a student on a particular day, please contact office on: 9890 2372
* To discuss a student’s academic progress, health or wellbeing, please contact your classroom or specialist teacher
* To make a complaint, please contact the Principal/Assistant Principal on 9890 2372 or email roberts.mccubbin.ps@edumail.vic.gov.au

Please also refer to our Complaints policy, available: <include link>

* To report a potential hazard or incident on the school site, please contact Office 9890 2372 or email roberts.mccubbin.ps@edumail.vic.gov.au
* For all other enquiries, please contact our Office on 9890 2372 or email

[roberts.mccubbin.ps@edumail](about:blank).vic.gov.au

**Online Communication**

Emailing teachers is a convenient and helpful way to communicate non-urgent information with your child’s teachers. All teachers’ email addresses are available on the Compass Parent Portal. Please be mindful of the following points when you choose to email teachers:

* Please phone the school office for urgent information that must be communicated during the school day on: 9890 2372
* Teachers in classrooms do not check emails during the school day, when teaching
* For non-urgent matters school staff including teachers will return your email or enquiry within three working days during school term time
* School leadership does not expect teachers to respond to emails outside of business hours, on weekends or during school holidays
* In line with all other forms of communication, there is an expectation that electronic communications are courteous and respectful
* Staff are expected to respond to online communication within 2-3 working days, though it may not always be possible due to absences or circumstances beyond the teacher’s control.

**Dealing with issues**

There may be times, despite ongoing communication, where members of the school community are unsure, disagree or believe there is a problem or issue concerning their child. Supporting the school does not always mean agreeing with it, but respectful and courteous communication will support us in community building.

Parents should not wait for a small issue to grow into a large one. If it is a bigger issue it may take more time to resolve, so it is important to make an appointment so enough time can be put aside to deal with it thoroughly.

* If the matter involves your child or is an issue of everyday class operation, parents need to make an appointment to see their classroom teacher, detailing the reasons for the appointment. The classroom teacher should be the first point of contact
* If the matter involves operations beyond the classroom or concerns that are not easily resolved, an appointment should be made with the School Principal or Assistant Principal.

**REFERENCES**

Other policies which underpin this policy:

* Statement of Values – Promoting Healthy, Safe and Respectful School Communities
* Parent Complaint Policy
* *Safe & Happy Book*

**REVIEW CYCLE**

This policy was last updated in March 2020 and is scheduled for review in 2023.