

## PURPOSE

This policy explains how Hume Valley School proposes to manage common enquiries from parents and carers.

Face to face and telephone conversations are the primary medium of communication with the school. Parents will be advised that any queries should, in the first instance, be raised with the Sub School Leader or a member of the Wellbeing Team for consideration. Sensitive issues or issues of a personal nature can be directed to the Principal, Assistant Principals, Wellbeing Team and Sub School Leaders.

## SCOPE

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

## POLICY

Hume Valley 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,
  - For students Prep to Year 9 and Pre-Cal please contact **Front Office on 93093477**
  - **For VCAL Students please call 9066 3690**
- **to report any urgent issues relating to a student on a particular day**, please contact your child's Sub School Leader on 93093477. For VCAL Students please call 9066 3690
- to discuss a student's academic progress, health or wellbeing, please contact your sub school leader or a member of the wellbeing team
- for enquiries regarding camps and excursions, please contact your child's sub school manager or **Front Office 93093477 For VCAL Students please call 9066 3690**
- To make a complaint, please contact the **Principal or an Assistant Principal** on 93093477.
  - (Please also refer to our Complaints policy.)
- to report a potential hazard or incident on the school site, please contact on Principal or an Assistant Principal on 93093477
- for parent payments, please contact Front Office on 93093477
- for all other enquiries, please contact our Office on 93093477

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 2 – 3 working day] to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

## REVIEW CYCLE

<b>Ratified By Hume Valley School Council</b>	June 2020
<b>Review Date:</b>	June 2023