



COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Croydon Special Developmental School (Croydon SDS) 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

Croydon SDS 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 please contact the front office on 9725 4933. Messages after hours may be left on the school voicemail - 9725 4933 or emailed to croydon.sds@edumail.vic.gov.au
- to report any urgent issues relating to a student on a particular day, please contact the front office on 9725 4933
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact your classroom teacher
- to make a complaint, please contact Libby Anderson, Principal or Judith McDonald, Assistant Principal on 9725 4933. Please also refer to our Complaints policy.
- to report a potential hazard or incident on the school site, please contact Judith McDonald, assistant principal on 9725 4933
- for parent payments, please contact Val Maher, our business manager, on 9725 4933
- for all other enquiries, please contact our Office on 9725 4933

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.

REVIEW CYCLE

This policy was last updated on 26/8/2019 and is scheduled for review in August, 2023