



COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Red Cliffs Secondary College 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

Red Cliffs Secondary College 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 school on 5024 1522 and Dial 1.
- to report any urgent issues relating to a student on a particular day, please contact the school on 5024 1522. Dial 1 for Student Reception.
- to discuss a student's academic progress, health or wellbeing, please contact your Year Level Co-ordinator
- for enquiries regarding camps and excursions, please contact your Year Level Co-ordinator on 5024 1522.
- to make a complaint, please contact the Principal/Assistant Principal on 5024 1522. Please also refer to our Complaints policy, available, available on our website
- to report a potential hazard or incident on the school site, please contact the Principal/Assistant Principal on 5024 1522.
- for parent payments, please contact Reception on 5024 1522
- for all other enquiries, please contact our Reception on 5024 1522.

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 PERIOD

This policy was last updated on August 15th 2022 and is scheduled for review in August 2025. It was ratified at College Council on August 10th 2022.