



COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Ararat 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

Ararat 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 update via XUNO parent portal or contact the attendance phone line or the attendance officer.
- to report any urgent issues relating to a student on a particular day, please contact the front office on 5352 4177.
- to discuss a student's academic progress, health or wellbeing, please contact your SubschooL Coordinator or SubschooL Leader
- for enquiries regarding camps and excursions, please contact the front office or teacher in charge.
- to make a complaint, please contact the Principal or Assistant Principal on 5352 4177.
- Please also refer to our [Complaints Policy](#)
- to report a potential hazard or incident on the school site, please contact the front office.
- for parent payments, please contact the Business Manager.
- for all other enquiries, please contact our Office on 5352 4177.

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 June 2021 and is scheduled for review in June 2024.