



# PARENT COMMUNICATION WITH SCHOOL STAFF POLICY

## PURPOSE

This policy explains how Langwarrin Park Primary School 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

Langwarrin Park Primary School understands the importance of providing helpful and timely responses to common enquiries from parents and carers.

The school's phone number is (03) 9775 7533.

The school's email address is [langwarrin.park.ps@edumail.vic.gov.au](mailto:langwarrin.park.ps@edumail.vic.gov.au)

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 notify the Front Office or use the Sentral Parent Portal
- to report any urgent issues relating to a student or for all other enquiries, please notify the Front Office
- to enquire about camps and excursions, please refer your enquiry to the Classroom Teacher
- to report a potential hazard or incident on the school site, please contact the Principal or Assistant Principal
- to discuss payments, please contact the Finance Office
- to discuss a student's academic progress, health or wellbeing, please contact your Classroom Teacher

LPPS welcomes feedback and is committed to continuous improvement. Please be aware that teaching staff have commitments between 8.45am-3.45pm each school day. If you would like a meeting with your classroom teacher please DOJO to request a mutually convenient time.

When addressing a complaint it is expected that all parties will discuss the issue in a respectful manner. Please refer to our *Complaints Policy* for details on the appropriate process.

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

***We all deserve to be treated with courtesy and respect. That's our commitment to you. Disrespectful and threatening communication will not be tolerated and will be referred to Principal Class Officers for action.***

## REVIEW CYCLE

This policy was last updated on August 2019 and is scheduled for review in 08/22

## PROTOCOLS FOR THE USE OF CLASS DOJO AT LPPS

These protocols are designed to assist parents and teachers in the use of Dojo as an informal communication tool at LPPS. They define appropriate and inappropriate use of the program. Please refer to the *Statement of Values and School Philosophy* policy for further details on the behavioural expectations for all members of the community.

### What Dojo should be used for from a parent's perspective:

- **Non-urgent** student issues e.g. location of student belongings; queries related to school curriculum, excursions, camps etc.
- Request and organization of meetings

### What Dojo should be used for from a teacher's perspective:

- Classroom curriculum topics and activities
- Homework
- General inquiries e.g. Is any parent able to assist at next month's excursion?
- Behaviour Management feedback

### What it is not used for:

- Replacement of absence notes: a note is required here or a recording on the absence phone line;
- Inquiries about yard incidents. If an incident is serious enough then it should be dealt with via a phone call requesting an interview;
- A replacement for parent-teacher interviews.
- Complaints. Please refer to our *Complaints Policy* for details on the appropriate process
- Early pick up requests (these still go through the office)

### Please note:

It is expected that all teachers will use Dojo on a regular basis as a communication tool. Dojo messages should be sent during usual business hours. LPPS staff will respond to messages during business hours.