

Communication with School Staff Policy

1. Purpose

This policy explains how Melton Secondary College proposes to manage common enquiries from parents and carers.

2. Background

This policy applies to school staff, and all parents and carers in our community. Melton Secondary College understands the importance of providing helpful and timely responses to common enquiries from parents and carers.

3. Implementation

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 relevant Sub-School Assistant on 9743 3322 via email melton.sc@education.vic.gov.au or on the Compass portal.
- to report any urgent issues relating to a student on a particular day, please contact the front office on 9743 3322.
- to discuss a student's health or wellbeing please contact your child's STARR teacher by emailing via Compass.
- to discuss a student's academic progress please contact the classroom teacher for that subject by emailing via Compass.
- for enquiries regarding camps and excursions please contact the front office on 9743 3322.
- to make a complaint, please contact the relevant Sub-School Principal (Junior – 7-9 or Senior 10-12) on 9743 3322 or melton.sc@education.vic.gov.au Please also refer to our [Complaints Policy](#).
- to report a potential hazard or incident on the school site, please contact the relevant Sub School on 9743 3322 or melton.sc@education.vic.gov.au
- for parent payments, please contact the front office on 9743 3322.
- for all other enquiries, please contact the front office on 9743 3322.

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.

4. Email policy

Email is a very common form of communication, and parents/carers are encouraged to use email via Compass to contact specific school staff.

This policy should be read in conjunction with our [Email Protocol Policy](#).

5. Evaluation and Review

This policy was last updated on April 2021 and is scheduled for review every four years.

Date Reviewed	April 2021
Author	Director of Operations
Approval required	No
Consultation required	Recommended
School Council approved	NA
School Council noted	April 2021
Mandatory	No
VQRA	No
Responsible for Review	Director of Operations
Review Date	April 2025
Published	Website/Internal Circulation