

Bentleigh Secondary College

Communication with School Staff Policy

Purpose

This policy explains how Bentleigh 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

Bentleigh 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 put the absence on to Compass or give your child a note to give to the Classroom Teacher/Head of Year Level
- to report any urgent issues relating to a student on a particular day, please contact Home Group Teacher or Head of Year Level by Compass, email or 9579 1044
- to discuss your student's academic progress, health or wellbeing, please contact the classroom teacher/ Head of Year Level by Compass, email or 9579 1044
- for enquiries regarding camps and excursions, please contact the classroom teacher/ Head of Year Level by Compass, email or 9579 1044
- to raise a concern, please contact the classroom teacher/Head of Year Level by Compass email or 9579 1044. Please also refer to our Parent Complaints policy which is available on the school website:

www.bentleighsc.vic.edu.au

- to report a potential hazard or incident on the school site, please contact Assistant Principal, on 9579 1044 or email
- for parent payments, please contact the Finance Office by emailing finance@bentleighsc.vic.edu.au
- for all other enquiries, please contact our Office on 9579 1044.

For Further Assistance

- to discuss a student absence or engagement issue contact the Head of Year Level or the Assistant Principal for Engagement
- to discuss a Wellbeing Issue relating to your student please contact the Head of Wellbeing or one of our Wellbeing Counsellors. If they are not available your call will be directed to the Assistant Principal for Wellbeing
- to discuss a concern about the teaching program contact the Head of Teaching and Learning or the Assistant Principal for Curriculum.

School staff will do their best to respond to general queries as soon as possible and ask that you allow us 2 working days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible. Staff are not required to respond outside of school hours.

Policy Review and Approval

Policy last reviewed	September 2025
Ratified by	School Council
Next scheduled review date	2027