CNPS Communication Channels

Newsletter

Published on last Friday of each month

Purpose: To provide key information about CNPS activities, calendar of important events/activities, highlight students' and schools' achievements.

Compass Newsfeed, School Website

Website

Purpose: To provide detailed information about CNPS, school documentation and newsletter, home learning.

https://coburg-north-ps.vic.gov.au

Compass

Purpose: To report attendance, parent/community communication, consent forms/payments, reminders and updates.

http://schools.compass.education

Office Counter

Purpose: To answer general and enrolment enquiries, payments, student attendance – late arrivals/early departures.

Main entrance off O'Hea Street

Assembly

Purpose: To provide student led communication to the school community, showcase student learning.

Last Friday of each month in the Hall

CNNN - Coburg North News Network

Purpose: To broadcast student news through video to the student body and wider community.

School's website published fortnight/monthly

Direct Contact with Teacher

Purpose:Parent/teacher interviews, information nights, as the need arises.

Contact school for an appointment on 9354 1660

Parent Email

Purpose: When the need arises to speak with individual parents.

School email - coburg.north.ps@education.vic.gov.au

Compliments, Feedback and Complaints Policy Flow Chart

School

Parent complaints are to be addressed by the school in the first instance

Classroom concern → Contact **teacher** → Concern resolved? → YES

If not resolved, proceed to next level

Classroom concern/ School Wide concern → Contact **Assistant Principal** → Concern resolved? → YES

If not resolved, proceed to next level

Classroom concern/ School Wide concern → Contact **Principal** → Concern resolved? → YES

9354 1660

coburg.north.ps@education. vic.gov.au

If your concern has not been addressed at a school level, please proceed to the Region Level

Region

Concerns about the Principal → Contact **the region** → Concern resolved? → YES

The region will assess the complaint, which will result in the following decisions:

- Allow more time for resolution at the school
- Provide assistance to reach a resolution through regional support
- Undertake a regional review
- Arrange for an independent investigation

1300 338 691

nwr@education.vic.gov.au

If your concern has not been addressed at a regional level, please proceed to the Central Office Level

Central Office

Concerns about Regional response → Contact **central office** → Concern resolved? → YES

The office will assess the complaint, which will result in the following decisions:

- Allow more time for resolution at the school or regional level
- Refer the complaint to School Operations and Governance Unit for a process review

9367 2000

When a complainant is dissatisfied with the outcome or response to their complaint the matter can be referred to the Victorian Ombudsman.