



# CNPS Communication Channels



## Compass

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

<http://schools.compass.education>



## Newsletter

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>



## CNNN- Coburg North News Network (Student News)

Purpose: To provide student led communication to school community, celebrate events, and teach valuable lessons

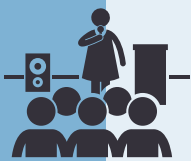
<https://coburg-north-ps.vic.edu.au/cnnn-and-podcasts.html>



## 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 at 3pm under the Covered Outdoor Learning Area](#)



## SeeSaw-

Purpose: To share student learning progress through images and video.

<https://seesaw.com>



## 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.

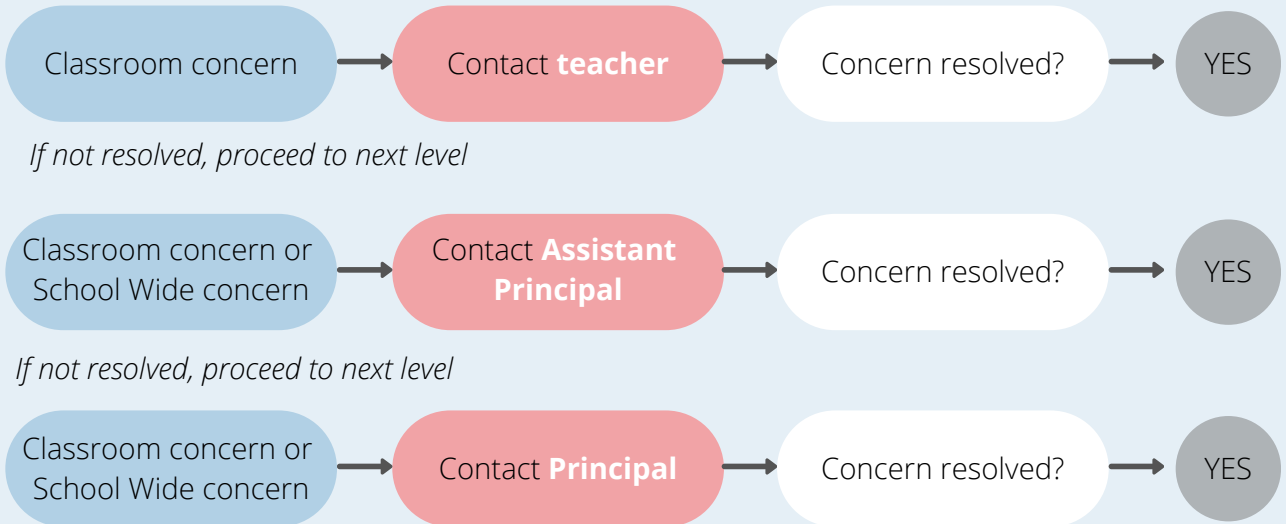
[School email - coburg.north.ps@education.vic.gov.au](mailto:coburg.north.ps@education.vic.gov.au)



# Compliments, Feedback and Complaints Policy Flow Chart

## School

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



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



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



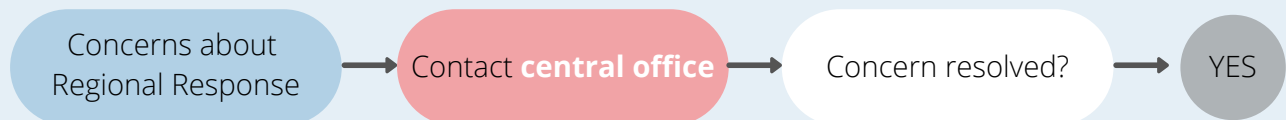
1300 338 691



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



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.*