



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.

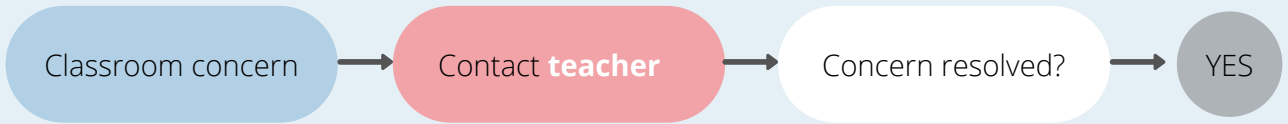
📍 [School email - coburg.north.ps@education.vic.gov.au](mailto:coburg.north.ps@education.vic.gov.au)



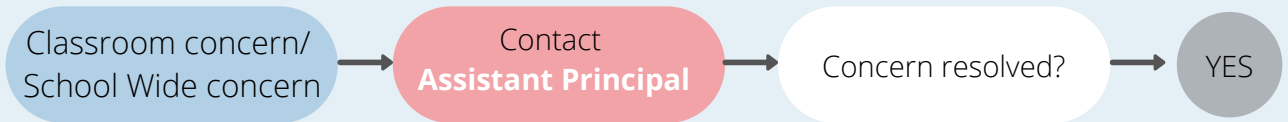
Compliments, Feedback and Complaints Policy Flow Chart

School

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



If not resolved, proceed to next level



If not resolved, proceed to next level



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



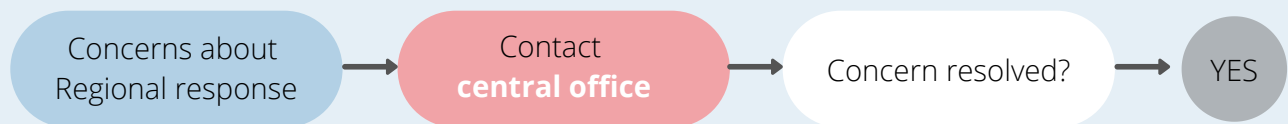
1300 338 691



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.