



# *Atlantis Beach Baptist College*

## Protocols and recommended responses

Type of inquiry	Recommended response
<b>Reception</b> desk inquiry from inside the School community	<ol style="list-style-type: none"> <li>1. Receptionist to politely refer the person inquiring to the statement issued by the Principal.</li> <li>2. If the person inquiring says they have followed up questions and persists, please refer their inquiry to the Principal.</li> </ol>
<b>Reception</b> desk inquiry from a journalist or media organisation	<ol style="list-style-type: none"> <li>3. Politely advise the media representative that you will take down their contact details and pass them on for appropriate follow up as quickly as possible.</li> <li>4. Record the name of the journalist and the name of the media organisation they represent.</li> <li>5. Record their direct office phone number, mobile number, and email address.</li> <li>6. Ask for a brief description of what they are seeking.</li> <li>7. Immediately contact Mrs Lisa Potgieter - Principal and provide her with details.</li> <li>8. Put the same information in an email format and send it to the Principal.</li> </ol>
<b>Staff</b> who receive questions from students	<ol style="list-style-type: none"> <li>1. Refer students to the agreed statement or policy issued by the Principal.</li> <li>2. If students have followed up questions and persist, please refer their inquiry to the Principal or Deputy Principal: Pastoral Care.</li> </ol>
<b>Staff</b> who receive questions from parents	<ol style="list-style-type: none"> <li>1. Refer parents to the agreed statement or policy issued by the Principal.</li> <li>2. If parents have followed up questions and persist or indicate that they are not satisfied with the response and want to take the matter further, politely take down their details and contact the Principal's office, which will arrange appropriate follow up.</li> </ol>