



## **Parent Code of Conduct**

### **Communication Processes**

#### **Talking to Mount Erin College'**

Mount Erin College is at all times keen to acknowledge the concerns of parents and welcomes any questions parents may have. Our school is committed to responding promptly and helpfully to parent enquiries, concerns, complaints, suggestions and compliments

Mount Erin College believes the relationship between the home and school plays a very important part in a child's education. Teachers are responsible for the formal aspects of students learning and successful teaching builds upon the home experiences of the child. We believe two way communication is essential in the partnership between parents and Mount Erin College.

#### **'Things You May Wish to Talk About'**

Parents may have a number of matters they wish to talk about with our college. These may range from particular matters such as your child's progress at school and their attitude towards studies, or attendance and participation at school. As a parent you may have questions about how to arrange support services like speech therapy or special programs for students with learning disabilities or for music and sports programs. You may also wish to talk about your child's learning environment, quality of teaching, homework or the conduct of staff.

#### **'Ways in Which Mount Erin College Communicates With You'**

Mount Erin College will communicate with you as a parent through a number of different ways. Your child's progress at school will be communicated by the written student report at the end of each term. Mount Erin College has an active school website and a school newsletter that goes home at least three times per term. We send reminder letters to parents about important upcoming events such as the school swimming sports day and uniform free days. Teachers will send parents notices home via your child to inform you excursions and other events. Mount Erin College also holds a number of important assemblies and evening celebrations throughout the year to show parents the quality of our students work.

#### **Information Available From Mount Erin College**

Mount Erin College is able to make available Department of Education and Mount Erin College policies. These include our policies on homework, behaviour expectations, due dates for important VCE work requirements and school uniform. This information is, in the main, available in the school organizer that all students should use each day. Further information on Mount Erin College Council and Parents Association is sent home each year and is also on hand at the school general office

### **‘What if You Have a Problem?’**

At Mount Erin College we all believe that dealing with a matter as early as possible is in the best interests for students, parents and teachers. If you have any questions of the classroom teacher about your child’s work, the best way is to write your concerns to the teacher in your son’s or daughter’s school organizer. The teacher will then make contact with you. Another way is to contact the school office and make an appointment for a telephone conversation or meeting at school.

### **‘Dealing With the Problem’**

Mount Erin College believes the best way to deal with a problem is to deal with the issue early, before it can get worse or causes the student, parent or teacher unnecessary stress. Mount Erin College expects all students, parents and teachers to follow our school mission statement and associated values. As a College community we **ASPIRE:**

We are **Adaptable** and **Socially aware**, seek our **Personal best**, show **Integrity** and **Responsibility**, and deliver **Excellence**. It is together that we **ACHIEVE** a successful outcome in the matter raised. **We will always try to get an agreed plan of action and timeline.**

We ask you to follow the process set out below:

- Try to **identify** the problem clearly before contacting the school.
- If there is more than one problem we ask that you **list** them to ensure the school becomes aware of the extent of the problem.
- We also ask you to **decide** if this problem is a **concern** or **complaint**.
- Write** in the student **organizer** to the teacher, or if more urgent
- Contact the school**
- Make an appointment** to speak to the teacher through the school office
- If your **concern** is about a **staff member** contact the **Associate Principal** or **Principal**
- Stay Calm** – Being calm will help you get your concerns across more clearly than if you are angry or upset

**Rude or abusive or threatening behaviour will not be tolerated. Any conversation where one person becomes rude or abusive or threatening will end immediately. Any behaviour that is thought to be rude or abusive or threatening will lead to action for trespass and or intervention orders from the legal system.**

**If the problem cannot be solved at Mount Erin College we will help you to contact the Southern Metropolitan Region.**

Karen Lee  
Principal