



PARENT COMMUNICATION POLICY

PURPOSE

Mentone Girls' Secondary College (MGSC) welcomes parent/guardian communication that supports the learning program of their young person. Parents are always welcome to raise concerns and ask questions that relate to their child's education, safety, health, and wellbeing, but this should occur in an appropriate manner.

POLICY

This Policy provides structure to clarify the frequency, tone, and nature of parent/guardian email communications with the school.

IMPLEMENTATION

To ensure constructive communications between parents/guardians and the school the following communication expectations are in place:

1. If a parent/guardian wish to raise any matters regarding the schooling, school program, or educational welfare of their young person, they may do so in writing. Their query or concern will then be addressed by the most appropriate member of staff and responded to by email or telephone if the staff consider this to be necessary.
2. MGSC staff will access their emails during school hours (8.30am - 4.30pm) and will endeavour to respond to emails from parents and students within three working days. However, staff are not expected to respond in this timeframe during weekends, public holidays or term breaks. Education Support Staff will endeavour to respond to emails and phone calls within the school day.
3. Staff are not expected to contact a parent more than once a day.
4. If parent/ guardian communication:
 1. Is disrespectful, threatening, or rude; or
 2. Does not contain a clearly articulated, specific concern or issue to address; or
 3. Raises an issue or concern that school staff believe has already been addressed with you, the communication will be read and filed but will not be responded to.

5. If parent/guardian conduct during meetings causes distress to any member of staff or is in any other way counterproductive to the purpose of the meeting, the meeting may be terminated with advice sought from the Department on how to proceed.
6. Assessment Tasks can take up to 3 weeks to be marked, however this timeframe is extended if staff take leave in this period. We endeavour to return all assessments to students in a timely manner. Please have your daughter follow up with classroom teacher directly if this is taking longer than expected.

The following directory will assist parents/ guardians regarding who their communications can be directed to:

Emergencies	Please contact the school office on 03 9581 5200 and leave a message with office staff.
Learning Task Assessments, Reports and Lesson Plans	This can be accessed through Compass
Payments and Excursion/Consent	This can be processed on Compass
Attendance/Absences	This can be updated on Compass
Questions or queries around classroom and content	Please contact the relevant classroom teacher directly through Compass
Concerns around Friendships, Behaviour, Classroom Management, Wellbeing	Please contact your child's Student Manager
Concerns around Ongoing matters or unresolved matters	Please contact your child's Sub School Leader
Concerns around Staff Conduct	Please contact the relevant Assistant Principal

COMMUNICATION

This policy will be communicated on the school website.

POLICY REVIEW AND APPROVAL

Approved by	Principal 2025
Next scheduled review date	2030