ENQUIRIES, PROBLEMS, COMPLAINTS.......?

Morley Senior High School is committed to responding promptly and helpfully to any issue you may wish to take up with the school.

Parents play a critical role in a child’s learning, both formal and informal.

Teachers, while responsible for the more formal aspects of a child’s learning, acknowledge that learning is most effective where parents and teachers are actively engaged together in the educative process.

WHAT YOU MIGHT TALK TO YOUR SCHOOL ABOUT?

- Issues particular to your child such as attitude, progress, attendance, participation, social and emotional matters.

- Learning environment, quality of teaching, homework, general student behaviour, pastoral care, policies and procedures.

- Access to support services such as student services; visiting teachers for students with disabilities or ESL students; specialist facilities – language development centres, intensive language centres, socio-pyscho educational resource units, education support units and centres; and programs for students experiencing difficulties with learning; for gifted and talented students and instrumental music students.

HOW YOUR SCHOOL MAY COMMUNICATE WITH YOU:

- Written reports or portfolios on student progress

- Notes, surveys, annual reports and regular information through newsletters

- Parent-teacher interviews, learning journeys, parent information booklets and sessions

- Assemblies, special events and celebrations, and displays of students' work

You are welcome to talk to your child’s teacher whenever you need to. It is best to make an appointment to talk with the teacher, to avoid disrupting the learning program.
INFORMATION THAT IS AVAILABLE FROM YOUR SCHOOL:

- Information on Education Department policies
- School plans and school approaches to homework, behaviour management, excursions, dress codes, and charges and contributions
- Course details
- Information about participation in the School Council, Parents and Citizens’ Association, Aboriginal Student Support and other support groups

WHAT CAN YOU DO IF YOU HAVE A PROBLEM?

- Seeking information as early as possible can solve many problems. If you have any questions or concerns about your child’s progress, the homework set or the assessment procedures, contact the class teacher. The best way to do this is to contact the school office to arrange a mutually convenient time for a telephone conversation or meeting.
- If language is a difficulty, the school will happily organise an interpreter.

WHEN YOU HAVE A PROBLEM

- Make an appointment to talk with the teacher. This can be arranged through the school office. If your concern is about the conduct of a staff member, you may request to discuss the matter with a school administrator.

PROCEDURES FOR MAKING COMPLAINTS

At all stages, staff will work with you to work out an agreed plan of action and timeline.

If you need assistance in resolving a concern or complaint, staff will help you:

- Obtain information about school policies and procedures;
- Make enquiries about student programs, performance and behaviour;
- Clarify a problem and register a concern with the school;
- Direct letters of enquiry or complaint.

At all stages, staff will work with you to establish an agreed plan of action and timeline.