PARENT/CARER COMMUNICATION FLOW CHART

I have a question or concern...

...about my child's learning or class matters
→ Book an observation in your child's class.
Book a meeting with your child's calss teacher/Advisor, Leanring Plan meetings in AP Attend Class Meetings at the start of Term 1 and Term 3 in primary classes. Attend Exhibition/Coffee House at end of term in AP
Attend Come and See My Job Day once a term (available upon request at pick up, ask your teacher).
Attend Portfolio Celebrations at the end of Term 4

→ Email your child's class teacher outlining the details.
Make a time with them to meet.
Matter is resolved.

→ Matter is not yet resolved.
Teacher continues to monitor and feedback to you until matter is resolved.

→ Matter is not yet resloved and further action is required.
Make an appointment with Principal through Front Office.
Email Principal
Principal works with Teacher and continues to provide feedback to you until matter is resolved.

...about Montessori education
→ Attend our Parent Information Sessions.
Check out our Parent Library in the Front Office
Look at the Montessori Australia Foundation website www.montessori.org.au or Montessori Schools and Centres Australia website www.msca.edu.au
Ask you child's Teacher

...about a class/school event or class/school procedure
→ Check your latest class email
Check the latest newsletter
Check the school calendar on School Stream
Check the Important Updates on School Stream
Check the Family Handbook (given to you upon enrolment and available on the school website).
Ask your Class Mentor.

...about a School Policy
→ All School Policies are available upon request at the Front Office.
Check the School Website.
→ Please email principal@margmont.wa.edu.au if you have any further queries.

...about my account
→ Email the School Finanace Manager at finance@margmont.wa.edu.au

...that is important/urgent and needs to be communicated to the Teacher at drop off
→ If you can't catch the EA at the gate, let the office know your message and it will be passsed on.
Send an email as early as possile. Teachers will check emails before school and at lunch time.
→ Teacher will follow up each morning and respond as needed

...that constitutes a formal complaint
→ Contact the Principal via the front office or complete the Complaint Form on our website under "Feedback and Concerns"
→ Complaint will be addresed and matter is resolved
→ Matter is not resolved and is referred to School Council as per Complaints Process
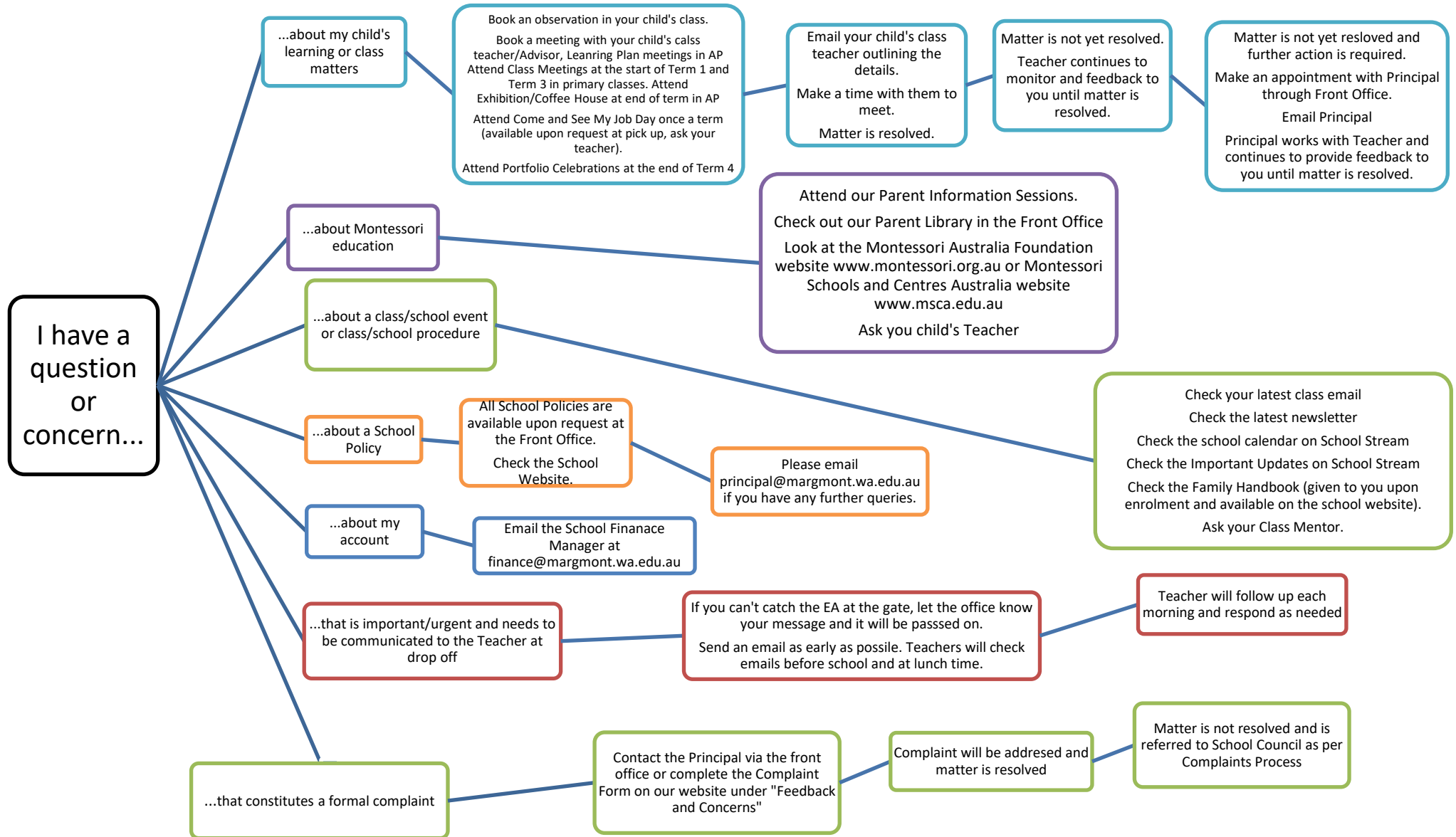
*** If you are not receiving the School Stream posts, the fortnightly School Newsletter, Class Mentor Emails or School Emails please let the Front Office know.
School website www.margmont.wa.edu.au   School email montessori@margmont.wa.edu.au   School Facebook page www.facebook.com/margaretrivermontessori
Whole School Instagram account https://www.instagram.com/margaretrivermontessorischool/ Adolescent Program Instagram account https://www.instagram.com/mrms_adolescent_program/
Note: There is a whole school whatsapp group called Monti Massive and various class whatsapp groups. These are not school managed nor are the official school communication channels. Ask your Class Mentor for help if you wish to join.