



Who can I speak to if I have a concern?

At MRSS, we understand that every member of the school community values positive relationships with one another.

Maintaining strong, positive relationships within our school community requires open, honest communication. This is particularly true when concerns arise.

We acknowledge that a prompt response to concerns reduces the risk of communications breaking down and relationships being adversely affected.

Having clear, easily understood avenues of communication is vital. We would like everyone in our school community to be aware of the following:

“The healthy social life is found when, in the mirror of each human soul, the whole community finds its reflection, and when, in the community the virtue of each one is living.”

Rudolf Steiner

EDUCATION

For all concerns or complaints regarding your child’s education and their experience at the school please contact their Class Teacher or Guardian (firstname.lastname@mrss.vic.edu.au) directly, as open, respectful discussion is the best beginning.

If you cannot find a mutually acceptable resolution, then you can contact the Administration Group via the School Office at office@mrss.vic.edu.au or at: admin@mrss.vic.edu.au

ADMIN

If you have a concern or complaint of an administrative nature regarding the school, then you can contact the Administration Group via the School Office or at: admin@mrss.vic.edu.au

FINANCE

If you have a concern or complaint of a financial nature, then you can contact the Finance Group at: finance@mrss.vic.edu.au and the issue will be resolved by the group or will be referred to the bursar who will contact you.

OTHER

As a final avenue to have your concern or complaint addressed, you can write directly to the College of Teachers via the Chair of the College at college@mrss.vic.edu.au

If you are unsure where to direct your concerns you are always welcome to email the school office at: office@mrss.vic.edu.au and we will forward your correspondence confidentially to the most appropriate person.

MRSS aims to be open to your concerns and to respond promptly, respectfully, appropriately and to communicate with you throughout and beyond the process.