

Who can I speak to if I have a concern?

EDUCATION

For all concerns or complaints regarding your child's education and their experience at the school please contact their Class Teacher or Guardian directly, as open, respectful discussion is the best beginning.

If you cannot find a mutually acceptable resolution, then you can contact the Admin Group (see below).

ADMIN GROUP

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

FINANCE GROUP

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.

COLLEGE OF TEACHERS

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

OTHER

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.

At MRSS, we recognise that the life of the school is shaped through the quality of the relationships held by all members of our community.

Healthy and respectful relationships are fostered through open, honest, and thoughtful communication, particularly when questions or concerns arise.

We acknowledge that timely and considered responses help to maintain trust, support mutual understanding, and prevent strain on relationships.

For this reason, it is essential that clear and accessible pathways for communication are shared and understood. We ask all members of our school community to be aware of the following avenues of communication.

"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



MELBOURNE
RUDOLF STEINER
SCHOOL