

KINDERGARTEN & PRIMARY SCHOOL

When things go wrong...Steps for dealing with concerns

- At MECS, we believe that good communication assists us to resolve conflicts and deal with issues positively. We desire to resolve conflict in a Godly and caring way.
- We encourage you to speak to the teacher directly concerned *first*.
- Approaching the teacher directly assists in clarifying issues and in seeking resolution and restoration. We encourage this at all times both in relation to your child, other children or another parent.
- If you then feel that the issue has not been addressed adequately, contact the next person (see list below).

When dealing with concerns at MECS Kindergarten and Primary, please follow the procedure outlined below:

KINDERGARTEN CONTACTS	
1. Speak to the teacher first	Teacher contact details available from the Main Office on 9738 6000
2. Speak to the Kindergarten Director - Wendy Mason	wmason@mecs.vic.edu.au
3. Speak to the Principal – Narelle Sketcher	nsketcher@mecs.vic.edu.au
4. MECS Board Representative – Bretlyn Bailey	bbailey@mecs.vic.edu.au
5. Department of Education & Training - Glen Waverley Office Location: Level 3, 295 Springvale Road, Glen Waverley, Victoria 3150	Ph: 8392 9300
PRIMARY SCHOOL CONTACTS	
1. Speak to the teacher first	Teacher contact details available from the Main Office on 9738 6000
2. Speak to the Cluster Leader <ul style="list-style-type: none"> • Foundation – Jan Ormrod • Junior Primary – Kaye Smith • Middle Primary – Alistair Coffey • Senior Primary – Ben Clark 	jormrod@mecs.vic.edu.au ksmith@mecs.vic.edu.au acoffey@mecs.vic.edu.au bclark@mecs.vic.edu.au
3. Assistant-Principal – Di Emery	Ph: 9738 6040 demery@mecs.vic.edu.au
4. Speak to the Principal – Narelle Sketcher OR if it relates to finance, building, accidents, infrastructure	nsketcher@mecs.vic.edu.au Ph: 9738 6000
5. Administration Manager – Dr. Gerry Beimers	gbeimers@mecs.vic.edu.au
6. MECS Board Representative – Bretlyn Bailey	bbailey@mecs.vic.edu.au
7. Department of Education & Training - Glen Waverley Office Location: Level 3, 295 Springvale Road, Glen Waverley, Victoria 3150	Ph: 8392 9300

We always strive to speak positively and with integrity when we are dealing with sensitive matters.

Our words are powerful and we seek to speak the truth with love at all times.

Psalm 19:14 – Let the words of my mouth and the meditation of my heart be pleasing in your sight, Lord, my rock and my redeemer.