

# Complaint Form for Initial Point of Contact



MELBOURNE  
ARCHDIOCESE  
CATHOLIC SCHOOLS



## Complainant contact details

Name:

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Address:

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Telephone:

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Email:

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## Complainant category

Parent/guardian/carer

Staff member/volunteer

Family member/relative

Student

Other

## Complaint details

Name of school:

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Type of complaint:

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Brief description of the issue:

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Has the complainant attempted to resolve the issue at the school?

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Confirm if the matter is to be lodged as a complaint:

Refer the complainant to the MACS website [www.macs.vic.edu.au/Contact-Us/Complaints.aspx](http://www.macs.vic.edu.au/Contact-Us/Complaints.aspx) (if appropriate) where parents/guardians/carers can lodge a complaint via RESOLVE **OR** advise the complainant that the matter will be referred to the relevant Regional General Manager.

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Action:

Referral to MACS website ([Contact Us/Complaints](http://www.macs.vic.edu.au/Contact-Us/Complaints.aspx)) to lodge complaint online via RESOLVE

Referral to Regional General Manager

Other \_\_\_\_\_

Name of staff member:

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Date:

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