

# Complaint Form for Initial Point of Contact



MELBOURNE  
ARCHDIOCESE  
CATHOLIC SCHOOLS



## Complainant contact details

Name:

Address:

Telephone:

Email:

## Complainant category

Parent/guardian/carer  
Student

Staff member/volunteer  
Other

Family member/relative

## Complaint details

Name of school:

Type of complaint:

Brief description of the issue:

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

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)

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.

Action:

Referral to MACS website ([Contact Us/Complaints](#)) to lodge complaint online via RESOLVE

Referral to Regional General Manager

Other \_\_\_\_\_

Name of staff member:

Date: