

# Complaint Form for Initial Point of Contact



## Complainant contact details

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

## Complainant category

- Parent/guardian/carer     Staff member/volunteer     Family member/relative  
 Student     Other

## 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](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: \_\_\_\_\_

Date: \_\_\_\_\_