



# Formal Complaints Form

To lodge a formal complaint, please fill out this form completely and submit together with any supporting documentation to [principal@mlc.vic.edu.au](mailto:principal@mlc.vic.edu.au).

MLC will endeavour to acknowledge all complaints within 48 hours of receipt.

Family name:

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First Name:

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Address:

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State:

Postcode:

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**CONTACT PHONE NUMBERS / EMAIL:**

Home:

Work:

Mobile:

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Email:

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**Details of the Complaint**

*Please describe the specific details of the complaint. Provide a chronology of events, if relevant. Detail any relevant phone conversations/meetings.*

|  |                                     |  |
|--|-------------------------------------|--|
| <p><b>Has the matter been raised informally?</b></p> <p><i>Where parents have an issue of concern or complaint, they should first contact the staff member most immediately involved with the issue, to attempt informal resolution of the concern. This may be a Teacher or Kindie Educator, Tutor/Home Group Teacher, Student/House Coordinator or Head of Boarding.</i></p> | <p><input type="checkbox"/> Yes</p> | <p><input type="checkbox"/> No</p> <p><i>If No, we encourage you to share your complaint directly your child's Home Group teacher, classroom teacher or Head of School to find a solution to your concerns informally.</i></p> |
| <p><b>alf you answered Yes to the previous question, please detail with whom you raised the issue, what the outcome or actions were and why you believe this has not resolved the matter?</b></p>  |                                     |  |
| <p><b>Resolution</b></p> <p>How could this matter be resolved?</p>   |                                     |  |

**NAME AND SIGNATURE**

**Signature:**

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**Name:**

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**Date:**

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