

# Catholic Schools Complaints form

DIOCESE OF MAITLAND-NEWCASTLE

## 1 Details

First Name		Surname	
Email		Phone	
Postal Address			

## 2 Are you a ...

- Student
- Parent/ caregiver or Guardian
- Staff Member of the CSO:
- Member of General Public
- Other

## 3 Are you making this complaint on behalf of someone else?

*Please be aware that we can receive information from you, but may not be able to progress the complaint without the participation of the parties involved.*

- Yes. Are they aware you are contacting us?  Yes  No

First Name		Surname	
Email		Phone	
Postal Address			

## 4 Do you require assistance to participate in the complaints process?

- Yes - Please provide more information
- No

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**5 If you are not a student, please provide student details?**

Full Name

D.O.B

**6 At which location did the events leading up to this complaint take place?**

**7 What steps have you taken to resolve this complaint (refer to Parent/Carer Complaints Resolution Procedure)?**

Please provide the name of the staff member spoken to

**8 Please give details of the complaint**

*Describe the event/s that you want to complain about. We need to know what you say happened, where it happened and who was involved. Please give us all dates and other details you can remember.*

**8 What is the outcome you are seeking? Please select the option closest to your request.**

*Note: Please be aware that the outcome you seek may not be the outcome that is achieved.*

- |  |   |
|--|---|
| <input type="checkbox"/> A review of a decision                  | <input type="checkbox"/> Ceasing activity complained about      |
| <input type="checkbox"/> A review to a policy and/or procedure   | <input type="checkbox"/> Disciplinary action against staff      |
| <input type="checkbox"/> A review to individual fee arrangements | <input type="checkbox"/> Disciplinary action against student    |
| <input type="checkbox"/> An apology                              | <input type="checkbox"/> Specific action requested in complaint |
| <input type="checkbox"/> An explanation                          |   |

Please attach any other relevant documentation with this form and email to [parent.liaison@mn.catholic.edu.au](mailto:parent.liaison@mn.catholic.edu.au)

**Office use only**

Record number: \_\_\_\_\_ Entered onto database: \_\_\_\_\_ Complaint type: \_\_\_\_\_ Allocated worker: \_\_\_\_\_