



## Key Points

MACS Regional Offices will generally not respond to a complaint and/or become involved when:

- issues have not been raised with the school first
- the school is continuing to address the issues in the complaint
- issues raised are the responsibility of the school (e.g. school uniform, canteen duty, school parking)
- issues raised should be able to be resolved at the school level.

The role of MACS Regional Offices is to:

- provide advice and support to schools when they are responding to complaints
- provide advice to Complainants when they are seeking to make a complaint about a school
- record complaints received from the community
- manage and investigate the complaints that relate to the minimum standards for schools when referred from the VRQA to CECV. This will include:
  - working with the school following the complaint to monitor rectifications if required
  - communicating the outcome of complaint investigations to the CECV to enable reporting back to the VRQA
- provide data about the number and nature of complaints received about schools within the region that relate to the minimum standards for schools to the MACS Executive Director and the CECV on a quarterly basis in the manner prescribed.

## Key Points

The MACS Regional General Manager is responsible for responding to, or escalating, complaints when:

- a Complainant is not satisfied that a matter has been addressed in accordance with the school's complaint-handling policies, procedures and processes
- a Complainant is not satisfied that an acceptable resolution has been reached
- the subject matter of the complaint relates to policy outside the responsibility or management of the school
- the subject of the complaint is the Principal of a school
- a school requests assistance to resolve a complaint
- a complaint is referred by the school regulator, the VRQA, to the CECV
- a complaint is received by the Commission for Children and Young People, the Victorian Institute of Teachers or the Victorian Curriculum and Assessment Authority.



### Possible outcomes of a complaint to the MACS Regional Office

The MACS Regional Office assessment or escalation to the MACS Executive Director (or the delegate of the MACS Executive Director) may result in advice or direction provided to the Principal of a MACS school for action. The advice or direction could include:

- an apology or expression of regret

- formal communication