

Complaints and Complex Issues Framework

Advice to principals regarding MACS board-approved policies and forms – October 2023



Melbourne Archdiocese
Catholic Schools

There are new/amended policies in the Complaints and Complex Issues Framework that have been approved by the MACS Executive Director and MACS Board.

The table below provides a summary of the new/amended policies (and related documents) and actions required by principals.

Principals should note or action the following:

- all new/amended policies (and related documents) are labelled v[version number].0 – [year of approval], e.g. v2.0 – 2023
- the current policy version must be used by schools/colleges and published on the school/college website (where indicated)
- policies must be contextualised by the school/college (where indicated).

Principals must ensure that schools implement all new/amended policies by **29 January 2024**.

Board-approved document name	Previous version or document (if different to the board-approved document)	Change	Actions required
Complaints Handling Policy for MACS Schools – 2023	Complaints Handling Policy for MACS Schools – 2022	Minor amendments and rebranding	Note this revised policy Not for publication, this document will be published on the MACS website
Complaints Handling Policy – Template for Schools – 2023	Complaints Handling Policy – Template for Schools – 2022	Minor amendments and rebranding	Use this new template Publish on the school website
Complaints Handling Procedure for MACS Schools – 2023	N/A	Procedures have been separated from policy	Note the new procedure Not for publication, this document will be published on the MACS website



Board-approved document name	Previous version or document (if different to the board-approved document)	Change	Actions required
Complaints Handling Procedure – Template for Schools – 2023	N/A	Procedures have been separated from policy	Update and contextualise the procedure using the updated MACS template Publish on the school website

