

Parent Complaint Form

This form should be used only when all avenues to have your complaint resolved at your child's Government school have been exhausted and you feel the issue/s are of such significance that you wish to register your complaint in writing with the school's Regional Office or the Regional Services Group.

Please read information on making a complaint at: <http://www.education.vic.gov.au/about/contact/pages/complainschool.aspx>

PERSONAL DETAILS:

Title:	First name:	Family name:
Street Address:		
Suburb:		Postcode:
Telephone: B/H		Mobile:

Email:

STUDENT DETAILS:

First name:	Family name:
Year level:	Gender (please tick) Male <input type="checkbox"/> Female <input type="checkbox"/>

SCHOOL NAME:

Who have you contacted previously about your complaint? (please indicate below)

Class teacher:	<input type="checkbox"/>	Year Level Co-ord:	<input type="checkbox"/>	Assistant Principal:	<input type="checkbox"/>	Principal:	<input type="checkbox"/>
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Region: (please provide name/s and date/s)

COMPLAINT DETAILS:

Please provide an outline of your complaint. Include relevant dates / detail of phone conversations or meetings / any explanations that you think are important. Attach extra pages as required (including copies of other documents relevant to your complaint).

(continue overpage)

Date: _____ Signature: _____

How do you think this issue can be resolved?

Send the form to the relevant regional office – details below.

North Eastern Victoria Region
nevr@edumail.vic.gov.au
Benalla
PO Box 403, Benalla 3672
Glen Waverley
Level 3, 295 Springvale Road, Glen Waverley 3150

South Eastern Victoria Region
sevr@edumail.vic.gov.au
Dandenong
PO Box 5, Dandenong 3175
Moe
PO Box 381, Moe 3825

North Western Victoria Region
nwvr@edumail.vic.gov.au
Bendigo
PO Box 442, Bendigo 3552
Coburg
Locked Bag 2001, Coburg 3058

South Western Victoria Region
swvr@edumail.vic.gov.au
Ballarat
109 Armstrong Street North, Ballarat 3350
West Footscray
Level 3, Whitten Oval, 417 Barkly Street, West Footscray 3012
Geelong
PO Box 2086, Geelong 3220

You may also send your complaint to the Department's central office, however the complaint will be referred back to the relevant regional office where it appears that the matter has not yet been raised in writing at the regional level.

Deputy Secretary, Regional Services Group
C/- Manager, School Operations and Governance Unit
GPO Box 4367, Melbourne 3001
community.stakeholders@edumail.vic.gov.au
Or fax: (03) 9637 2180

The Department will endeavour to provide a full response to your complaint within 20 school days from receipt of this form.

Privacy Statement

The Department has an information privacy policy and handles personal information in accordance with the Victorian Privacy laws: the Information *Privacy Act 2000* and *Health Records Act 2001*. See <http://www.education.vic.gov.au/Pages/privacy.aspx>.