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| Other early childhood services and programs include Aboriginal Early Years Services, Early Childhood Inclusion and Intervention Services, access and participation to funded kindergarten program and services including Access to Early Learning, Maternal and Child Health Services, Parenting Services, Best Start Program and the Children’s Facilities Capital Program. For further information, refer to [Other Early Childhood Services and Programs](http://www.education.vic.gov.au/about/contact/Pages/complainecother.aspx). |

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| 1. **Your contact details** | | | | | | | | | | | | |
| Full Name: | | |  | | | | | | | | | |
| Contact phone: | | |  | | | | | | | | | |
| Contact email: | | |  | | | | | | | | | |
| Address: | | |  | | | | | | | | | |
| Suburb: |  | | | | Postcode: | | |  | | | State: |  |
|  | | | | | | | | | | | | |
| 1. **Complainant’s category** | | | | | | | | | | | | |
| Parent | | | Carer | Family member | | | | | Educator | | | |
| Person with management or control | | | | Staff member of service provider | | | | | | Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
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| 1. **About your complaint** | | | | | | | | | | | | |
| Describe your complaint and include the following:   * describe the situation and/or your concerns * include key dates and times, such as when the incident occurred * if known, include the names of Departmental officers involved * details of any telephone conversations or emails * any other information that you think is relevant to your complaint   Attach extra pages as required including copies of supporting documents relevant to your complaint. | | | | | | | | | | | | |
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| 1. **What action would you like to see as a result of your complaint?** | | | | | | | | | | | | |
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| 1. **What actions have you already taken?** | | | | | | | | | | | | |
| Have you raised your complaint with the staff or management of the service or program provider?  If yes, what was the outcome?  If no, was there a particular reason? | | | | | | | | | | | | |
| Yes | | | | | | No | | | | | | |
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|  | | | | | | | | | | | | |
| Signature: | |  | | | | | | | Date: | |  | |
|  | | | | | | | | | | | | |
| 1. **Regional and Central offices** | | | | | | | | | | | | |
| ***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 | | | | | | | ***North Western Victoria Region***  nwvr@edumail.vic.gov.au  **Bendigo**  PO Box 442, Bendigo 3552  **Coburg**  Locked Bag 2001, Coburg 3058 | | | | | |
| ***South Eastern Victoria Region***  sevr@edumail.vic.gov.au  **Dandenong**  PO Box 5, Dandenong 3175  **Moe**  PO Box 381, Moe 3825 | | | | | | | ***South Western Victoria Region***  swvr@edumail.vic.gov.au  **Ballarat**  109 Armstrong Street North, Ballarat 3350  **West Footscray**  PO Box 2141, Footscray, 3011  **Geelong**  PO Box 2086, Geelong 3220 | | | | | |
| ***Central Office***  See Table 1 in [Other Early Childhood Services and Programs](http://www.education.vic.gov.au/about/contact/Pages/complainecother.aspx)for **Central office contacts**.  Address: Department of Education and Training, GPO Box 4367, Melbourne 3001  Email: [licensed.childrens.services@edumail.vic.gov.au](mailto:licensed.childrens.services@edumail.vic.gov.au) | | | | | | | | | | | | |
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| 1. **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 the *Health Records Act 2001*.  Refer to the Department’s [Privacy statement](http://www.education.vic.gov.au/Pages/privacy.aspx). | | | | | | | | | | | | |