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.

PERSONAL DETAILS:

<table>
<thead>
<tr>
<th>Title:</th>
<th>First name:</th>
<th>Family name:</th>
</tr>
</thead>
</table>

| Street Address: |

<table>
<thead>
<tr>
<th>Suburb:</th>
<th>Postcode:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Telephone: B/H</th>
<th>Mobile:</th>
</tr>
</thead>
</table>

| Email: |

STUDENT DETAILS:

<table>
<thead>
<tr>
<th>First name:</th>
<th>Family name:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Year level:</th>
<th>Gender (please tick)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Male</td>
</tr>
<tr>
<td></td>
<td>Female</td>
</tr>
</tbody>
</table>

SCHOOL NAME:

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

<table>
<thead>
<tr>
<th>Class teacher:</th>
<th>Year Level Co-ord:</th>
<th>Assistant Principal:</th>
<th>Principal:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<table>
<thead>
<tr>
<th>Region:</th>
<th>(please provide name/s and date/s)</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

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

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
PO Box 5, Dandenong 3175

South Western Victoria Region
swvr@edumail.vic.gov.au
Footscray
PO Box 2141, Footscray 3011
Geelong
PO Box 2086, Geelong, 3220
Horsham
26 Darlot Street, Horsham, 3400
Warrnambool
PO Box 1127, Warrnambool 3280

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, Complaints
Performance Division
GPO Box 4367, Melbourne 3001
school.complaints@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