



Parent Concerns or Complaint Form

This form should be used if you have a concern or complaint and you wish register it in writing with the school's Principal.

This Form is to be completed by following the College Parent Complaints and Concers Policy and Procedures which are available from the General Office, or College Website at www.meltonsc.vic.edu.au.

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"/>

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: <input type="checkbox"/>	(please provide name/s and date/s)
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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).

(continued overleaf)

Date: _____ Signature: _____

How do you think this issue can be resolved?

Send the form to the General Office in a sealed envelope marked **Confidential - For the Principal**.

Melton Secondary College
PO Box 597
Melton, VIC, 3337

The College will acknowledge receipt of your complaint within 2 days of receiving it and will endeavour to provide a full response to your complaint within 20 school days or sooner.

If you are not satisfied with the school's response, you may contact the Department of Education and Early Childhood Development Regional Office.

South Western Victoria Region
swvr@edumail.vic.gov.au

Ballarat
109 Armstrong Street North, Ballarat 3350
Geelong
PO Box 2086, Geelong 3220

West Footscray
Level 3, Whitten Oval, 417 Barkly Street, West Footscray 3012

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>.