

## Complaint Form

All information provided will remain confidential.

### Steps to take if you have a complaint

1. Speak to the person who you feel is causing the problem. If you cannot do this speak to a teacher or staff member at Djerriwarrh Community College.
2. If the problem is still not resolved, then fill out a Complaint Form. You can ask a College staff member or an advocate to assist you to fill out this form.
3. Return the Complaint Form to reception in an envelope. The Principal will contact you within two working days of receiving the complaint to acknowledge and confirm mutual understanding of the complaint details and further steps in the process.
4. The Principal will take any necessary steps or action required to resolve the problem in a timely manner.

All information provided will remain confidential.

<b>Name:</b>	
<b>Address:</b>	
<b>Email:</b>	
<b>Mobile:</b>	
<input type="checkbox"/> Student <input type="checkbox"/> Parent/guardian <input type="checkbox"/> Community member <input type="checkbox"/> Other	

**Give details of your complaint; include dates and times wherever possible.**

You can attach a document outlining the complaint if you wish.

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Have you spoken to a staff member at Djerriwarrh Community College about ☐ Yes ☐ No your complaint?

If yes, what is their name:

Please describe the desired outcome of your complaint.

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Name:

Signature

Date:

Name:

Signature

Date:

**Principal use only**

Principal name:

Date complaint received:

Principal signature:

Date:

**Issuance & approval**

Document No:	057	Version no:	1.1	Classification:	Administration
Document owner:	Compliance	Authorised by:	Principal		
Issue date:	7 June 2024	Review date:	7 June 2027		