

Iranian Cultural School

Complaints Form

This Complaints Form can be completed by Parents/Carers, Community, Staff or Students.

If a mutually agreed resolution cannot be reached or the complainant feels uncomfortable raising the complaint directly with the school, they can escalate the complaint to the CLV office for resolution using this Complaints Form.

PERSONAL DETAILS (OF COMPLAINANT):

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

Email:

STUDENT DETAILS (IF COMPLAINT IS ABOUT A STUDENT):

First name:	Family name:				
Year	Gender (please tick)	Mal	☐	Femal	☐
School Name:					

WHO HAVE YOU CONTACTED PREVIOUSLY ABOUT YOUR COMPLAINT? (please indicate below)

Class teacher:	☐	Year Level:	☐	Assistant Principal:	☐	Principal:	☐
Language:							

COMMUNITY LANGUAGE SCHOOL DETAILS:

School Name: Iranian Cultural School
Principal Name:
Teacher's Name (if applicable):
Telephone: B/H

THIS COMPLAINT IS RELATED TO *(tick relevant box/es):*

The administration or management staff member of the school

A classroom teacher

A staff member other than the child's teacher at the school

Other (please specify): _____

HAVE YOU TAKEN THE CORRECT STEPS IN RESOLVING THE ISSUE BEFORE LODGING THIS FORM? *(tick relevant box/es and provide details in spaces provided below)*

Class Teacher

Yes

No

Principal

Yes

No

Assistant Principal

Yes

No

DETAILS OF THE MEETINGS *(Attach additional information as required):*

Date/s of meeting/s with Class Teacher:

Outcome of meeting/s:

Date/s of meeting/s with Principal or Assistant Principal:

Outcome of meeting/s:

COMPLAINT DETAILS:

Please provide an outline of your complaint. Include relevant dates / details 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).

[illegible]

Date: _____ Signature: _____

HOW DO YOU BELIEVE THIS ISSUE COULD BE RESOLVED?

Applicant's Signature: _____

Date: _____

Send the form to the CLV Office by letter or email:

Neda Erjaei

Child Safe Officer

Community Languages Victoria

Level 2, 189 Faraday Street, Carlton, 3053

Tel: 9349 2683

Email: neda.erjaei@communitylanguages.org.au

Website: <http://www.communitylanguages.org.au/>