

Parent Complaints

The Department of Education is committed to good communication and treating everyone with dignity and respect.

The Department has developed this information to improve communication for us all when addressing concerns or making a complaint that is related to the school or your child's education.

- **Do you have any questions about the school or something you would like to discuss?**
- **We are happy to talk to you...**
- **Your views and suggestions are important to us.**
- **Remember, teaching and learning works best when there is a partnership between you and your child's school.**

How do I raise an issue or make a complaint?

Parents and caregivers are strongly encouraged to contact their child's school in the first instance on all matters involving their child's education.

Step 1

Identify your topic or issue

Making notes is a good idea as it ensures that you cover all points. Think about the resolution you would like to see as an outcome.

Step 2

Contact the school and speak to the Principal or Assistant Principal

They will discuss an appropriate way forward with you. This may include organising a meeting for a mutually convenient time.

Step 3

Meet with the school's principal or assistant principal or teacher

If a classroom teacher is to be present it is more convenient for a meeting to occur outside of classroom hours.

Step 4

Contact your local Department of Education Regional Office

If the matter is unresolved at the school level, you may wish to discuss it further with the community liaison officer at your regional office. Contact numbers for regional offices can be accessed at <http://www.education.vic.gov.au/about/structure/regions.htm> or phone 1800 809 834

Step 5

If the matter is unresolved at the regional level you can address your complaint in writing to the Deputy Secretary, Office for Government School Education, c/o Manager, Community and Stakeholder Relations Branch, 33 St Andrews Place, East Melbourne VIC 3000.

General Information

You may be supported at any meeting by a friend, colleague or a representative from a support organisation.

Parents and caregivers have a number of rights including the right to obtain copies of Departmental or school policies and procedures.

For further information for parents and caregivers visit <http://www.education.vic.gov.au/about/contact/parentcomplaint.htm>

Support Organisations

- Parents Victoria (03) 9380 2158
Outside Melbourne: 1800 032 023
- Association of School Councils in Victoria (ASCIV) (03) 9808 2499
- Victorian Council of School Organisations (VICCSO) (03) 9429 5900
- Victorian Multicultural Commission (03) 9208 3184
- Victorian Aboriginal Education Association Inc. (VAEAI) 9416 3833