

Avalon College Complaint Form

This form is for use by students, parents, guardians, staff, volunteers, or members of the Avalon College community who wish to make a formal complaint. This process is governed by the **Complaints & Grievances Policy (AB-GOV-010)**.

All complaints will be treated seriously and confidentially. Complaints may be submitted in person, by email to admin@avaloncollege.vic.edu.au, or delivered to Reception.

1. Your Details

Name of person lodging complaint: _____

Relationship to Avalon College:

☐ Student ☐ Parent/Guardian ☐ Staff ☐ Volunteer ☐ Other: _____

Contact details:

Phone: _____

Email: _____

Preferred method of contact: ☐ Email ☐ Phone ☐ Other: _____

2. Details of Complaint

Date of incident or issue: _____

Location (if applicable): _____

People involved (if known): _____

Summary of complaint (please describe clearly what happened):

Has this issue been raised informally with a staff member?

☐ Yes – please describe: _____

☐ No

What outcome or action are you seeking?

3. Child Safety-Related Complaints (if applicable)

Is this complaint related to a child safety concern or reportable conduct?

☐ Yes ☐ No

If yes, please ensure the Child Safety Officer or Managing Director is notified immediately.

Complete the relevant child safety documentation if required.

4. Declaration

I declare that the information provided above is true and correct to the best of my knowledge.

Signature: _____

Date: _____

(Internal Use Only – Completed by Staff)

Date complaint received: _____

Received by (staff name): _____

Investigator (if assigned): _____

Action Taken / Investigation Summary:

Outcome / Resolution:

Was the complainant informed of the outcome in writing? ☐ Yes ☐ No

Date response issued: _____

Further action required / Escalation: ☐ No ☐ Yes – Details: _____