



# Formal Complaint Form

MSC KKCC CSPC CSSC

**Do you wish to remain anonymous?**

Yes

No

If you have indicated that you **do not** wish to remain anonymous, please provide the following information.

## COMPLAINANT DETAILS

**You Are:**

Parent

Family Member

Staff Member

Community Member

Student

\_\_\_\_\_  
OTHER (Please specify)

\_\_\_\_\_  
FIRST NAME

\_\_\_\_\_  
LAST NAME

\_\_\_\_\_  
EMAIL ADDRESS

\_\_\_\_\_  
PHONE NUMBER

\_\_\_\_\_  
DATE OF BIRTH, IF STUDENT

**Your preferred contact method:**

Email

Phone

## COMPLAINT DETAILS

**What is your complaint about?** To assist with complaint resolution, it is beneficial for you to provide a description of the issue.

**Who does your complaint involve?** Please provide name(s) and any other details you may have.

**What outcome are you seeking?**



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## DECLARATION

- **Privacy Statement – Privacy and Consent**

I am aware that AIAE's Privacy Policy outlines how personal information may be collected, used and disclosed and I can access a copy of AIAE's Privacy Policy on the AIAE website.

- **Confidentiality Acknowledgment – Confidentiality**

I understand and agree that all parties to a complaint must ensure that they treat the content of the complaint and the process as confidential, save that all parties are entitled to seek legal advice, to have a support person and to discuss all matters freely with these people.

\_\_\_\_\_

DATE

\_\_\_\_\_

SIGNATURE OF COMPLAINANT

## SUBMITTING THIS FORM

Please print and scan or save this form as a PDF to email to the relevant responsible person listed below:

- **AIAE Executive Principal, Ms Gafiah Dickinson**  
Email: ✉ [di@aia.vic.edu.au](mailto:di@aia.vic.edu.au)
- **KKCC Head of Campus, Mr Moustafa Elakkoumi**  
Email: ✉ [eu@aia.vic.edu.au](mailto:eu@aia.vic.edu.au)
- **MSC Head of Campus, Ms Michelle Shears**  
Email: ✉ [ss@aia.vic.edu.au](mailto:ss@aia.vic.edu.au)
- **CSPC Head of Campus, Ms Angela Florio**  
Email: ✉ [fl@aia.vic.edu.au](mailto:fl@aia.vic.edu.au)
- **CSSC Head of Campus, Mr Ali Harba**  
Email: ✉ [ha@aia.vic.edu.au](mailto:ha@aia.vic.edu.au)

## OFFICE USE ONLY

\_\_\_\_\_

DATE RECEIVED

\_\_\_\_\_

RECEIVED BY

\_\_\_\_\_

DATE COMPLAINT ACKNOWLEDGED

\_\_\_\_\_

ACKNOWLEDGED BY

### Resolution:

\_\_\_\_\_

\_\_\_\_\_

DATE RESOLUTION FINALISED

\_\_\_\_\_

DATE COMPLAINANT INFORMED

\_\_\_\_\_

SIGNATURE