



# FORMAL COMPLAINT FORM

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 \_\_\_\_\_

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

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

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

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

\_\_\_\_\_  
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 for them.

**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.

\_\_\_\_\_  
SIGNATURE OF COMPLAINANT

\_\_\_\_\_  
DATE

## 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
- **KKCC Head of Campus**, Mr Moustafa Elakkoumi  
Email: eu@aia.vic.edu.au
- **CSPC Head of Campus**, Ms Angela Florio  
Email: fl@aia.vic.edu.au
- **MSC Head of Campus**, Ms Michelle Shears  
Email: ss@aia.vic.edu.au
- **CSSC Head of Campus**, Mr Ali Harba  
Email: 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