

COMPLAINT FORM

Complaints Policy

The International Student Program (ISP) Complaints Policy allows overseas students, parents, schools and DET-Accredited Education Agents (agents) access to a complaints process in respect of the services provided to overseas students seeking to enrol, enrolled, or previously enrolled in the Department of Education Training's (DET) ISP, administered by the International Education Division (IED).

Through this form you can express your dissatisfaction with the quality of an action taken, decision made or service provided, or your dissatisfaction with a delay or failure in providing a service, taking an action, or making a decision.

To express your dissatisfaction regarding a formal decision already made or a complaints outcome, please see the [Appeal Form](#) available under *Brochures and Forms* at www.study.vic.gov.au.

Complaints Process

- Please refer to the [ISP Complaints Process Guide](#) on pages 2 and 3 of this form for information on where to direct your complaint so that you can best be assisted.
- IED will respond to any complaint regarding the complainant's dealings with DET, agents or any related party IED has an arrangement with to deliver the student's course or related services.
- IED prefers that complaints that cannot be resolved informally are submitted to IED in writing using this form.
- IED does not charge a fee to lodge a complaint.
- Your complaint will be directed to a manager within IED who is best placed to resolve the matter.
- IED will provide you with the contact details of a staff member within IED who you can contact in relation to the complaint.
- IED will commence assessment of the complaint within 10 working days of receiving a formal complaint.
- All reasonable measures will be taken to finalise the outcome as soon as practicable.
- You will be given the opportunity to formally present your case at minimal or no cost.
- You may be assisted by a support person at any relevant meetings, provided that person does not have a conflict of interest. For example, it may not always be appropriate for an agent to be present.
- IED will conduct the assessment of the complaint in a professional, fair and transparent manner.
- IED will give consideration to the Victorian Charter of Human Rights and Responsibilities when assessing a complaint.
- IED will provide you with a written statement of the outcome of the complaint which includes the reason for the outcome.
- IED will implement any favourable decision, or corrective and preventative actions required, from the complaint outcome immediately, and advise you of that action.
- IED's complaints process does not affect your rights to take action under Australian Consumer Law, if Australian Consumer Law applies.

How to complete this form

1. Fill out the Complaints Form.
 - This form is an editable pdf form which means you can type in the form and save it to your computer.
 - This form must be completed in English only.
2. Print and sign the form.
3. Attach any additional supporting documentation you would like considered.
4. Please **scan** your completed form, along with any supporting documentation, and return via email to: isfinance@edumail.vic.gov.au.

Interpreter Assistance

If you require an interpreter to assist with phone calls with IED, you can contact the Translating and Interpreting Service (TIS) on +61 3 9268 8332.

Advise TIS of the language and dialect assistance that you require, and ask TIS to call the International Education Division, in the Department of Education and Training, on +61 3 9637 2990 between 9.00am to 4.00pm Australian Eastern Standard Time from Monday to Friday, excluding Victorian public holidays. You will not be charged for the translation service.

Privacy Policy

DET must comply with Victorian privacy law when collecting and handling all personal and health information. DET includes all Victorian government schools, central and regional offices.

For further information, see DET's Information Privacy Policy at: www.education.vic.gov.au/Pages/privacypolicy.aspx.

Document Acronyms

DET – Department of Education and Training

IED – International Education Division

ISP – International Student Program

NAPLAN – National Assessment Program – Literacy and Numeracy

VCAA – Victorian Curriculum and Assessment Authority

International Education Division

Department of Education and Training

41 St Andrews Place, Tel: +61 3 9637 2990

East Melbourne, Fax: +61 3 9637 2184

Victoria 3002 Email: international@edumail.vic.gov.au

www.study.vic.gov.au

ISP Complaints Process Guide

Issue	First Step	Second Step	Third Step	Fourth Step
Relating to the International Student Program	The complainant can raise the matter with IED staff over the phone on +61 3 9637 2990, or by writing to the Complaints Officer, International Education Division, Level 1, 41 St Andrews Place, East Melbourne, Victoria 3002, Australia and IED staff will try to resolve the matter informally.	If the complainant is not satisfied with the Division's informal response, they can lodge a formal complaint to isfinance@edumail.vic.gov.au . IED prefers that complaints are lodged via email using IED's Complaint Form .	If the complainant is not satisfied with IED's response to the complaint, they can lodge a request for an internal appeal to isfinance@edumail.vic.gov.au . IED prefers that appeals are lodged via email using IED's Appeal Form .	If the appellant is not satisfied with IED's response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal with the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether IED has followed its policies and procedures, rather than to make a decision in place of IED.
Relating to an International Education Division staff member	The complainant can raise the matter with IED staff over the phone on +61 3 9637 2990, or by writing to the Complaints Officer, International Education Division, Level 1, 41 St Andrews Place, East Melbourne, Victoria 3002, Australia and IED staff will try to resolve the matter informally.	If the complainant is not satisfied with the Division's informal response, they can lodge a formal complaint to isfinance@edumail.vic.gov.au . IED prefers that complaints are lodged via email using IED's Complaint Form .	If the complainant is not satisfied with IED's response to the complaint, they can lodge a request for an internal appeal to isfinance@edumail.vic.gov.au . IED prefers that appeals are lodged via email using IED's Appeal Form .	If the appellant is not satisfied with IED's response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal with the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether IED has followed its policies and procedures, rather than to make a decision in place of IED.
Relating to the education services provided by the school	The complainant should follow the process outlined in DET's Parent Complaints Policy . DET's Parent Complaints Policy outlines the process for raising these matters with the school, region, head office, Independent Office for School Dispute Resolution and Victorian Ombudsman.	As per DET's Parent Complaints Policy .	As per DET's Parent Complaints Policy .	As per DET's Parent Complaints Policy .
Relating to a student, a teacher, or a school staff member	The complainant should follow the process outlined in DET's Parent Complaints Policy . DET's Parent Complaints Policy outlines the process for raising these matters with the school, region, head office, Independent Office for School Dispute Resolution and Victorian Ombudsman.	As per DET's Parent Complaints Policy .	As per DET's Parent Complaints Policy .	As per DET's Parent Complaints Policy .
Relating to the school curriculum, examinations, and NAPLAN	The complainant should contact the Victorian Curriculum and Assessment Authority (VCAA) who handle these complaints.	As per the VCAA complaints handling process.	As per the VCAA complaints handling process.	As per the VCAA complaints handling process.

Issue	First Step	Second Step	Third Step	Fourth Step
<p>Relating to homestay accommodation (Standard and Study Abroad students only)</p>	<p>If the matter cannot be resolved with the homestay family, the complainant should contact the school directly to resolve the matter.</p>	<p>If the complainant is not satisfied with the school's response, they can lodge a formal complaint to isfinance@edumail.vic.gov.au. IED prefers that complaints are lodged via email using IED's Complaint Form.</p>	<p>If the complainant is not satisfied with IED's response to the complaint, they can lodge a request for an internal appeal to isfinance@edumail.vic.gov.au. IED prefers that appeals are lodged via email using IED's Appeal Form.</p>	<p>If the appellant is not satisfied with IED's response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal with the Victorian Ombudsman. Please note, in most cases the purpose of the external appeals process is to consider whether IED has followed its policies and procedures, rather than to make a decision in place of IED.</p>
<p>Relating to a DET-accredited education agent (Standard and Study Abroad students only)</p>	<p>The complainant should contact the agent directly to resolve the matter.</p>	<p>If the complainant is not satisfied with the agent's response, they can lodge a formal complaint to isfinance@edumail.vic.gov.au. IED prefers that complaints are lodged via email using IED's Complaint Form.</p>	<p>If the complainant is not satisfied with IED's response to the complaint, they can lodge a request for an internal appeal to isfinance@edumail.vic.gov.au. IED prefers that appeals are lodged via email using IED's Appeal Form.</p>	<p>If the appellant is not satisfied with IED's response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal with the Victorian Ombudsman. Please note, in most cases the purpose of the external appeals process is to consider whether IED has followed its policies and procedures, rather than to make a decision in place of IED.</p>
<p>Relating to any third party that the Victorian Department of Education and Training engages to deliver the course or related services</p>	<p>If the matter cannot be resolved with the third party provider, the complainant should contact the school directly to resolve the matter.</p>	<p>If the complainant is not satisfied with the school's response, they can lodge a formal complaint to isfinance@edumail.vic.gov.au. IED prefers that complaints are lodged via email using IED's Complaint Form.</p>	<p>If the complainant is not satisfied with IED's response to the complaint, they can lodge a request for an internal appeal to isfinance@edumail.vic.gov.au. IED prefers that appeals are lodged via email using IED's Appeal Form.</p>	<p>If the appellant is not satisfied with IED's response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal with the Victorian Ombudsman. Please note, in most cases the purpose of the external appeals process is to consider whether IED has followed its policies and procedures, rather than to make a decision in place of IED.</p>
<p>Relating to any other matter</p>	<p>The complainant can raise the matter with IED staff over the phone on +61 3 9637 2990, or by writing to the Complaints Officer, International Education Division, Level 1, 41 St Andrews Place, East Melbourne, Victoria 3002, Australia and IED staff will try to resolve the matter informally.</p>	<p>If the complainant is not satisfied with the Division's informal response, they can lodge a formal complaint to isfinance@edumail.vic.gov.au. IED prefers that complaints are lodged via email using IED's Complaint Form.</p>	<p>If the complainant is not satisfied with IED's response to the complaint, they can lodge a request for an internal appeal to isfinance@edumail.vic.gov.au. IED prefers that appeals are lodged via email using IED's Appeal Form.</p>	<p>If the appellant is not satisfied with IED's response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal with the Victorian Ombudsman. Please note, in most cases the purpose of the external appeals process is to consider whether IED has followed its policies and procedures, rather than to make a decision in place of IED.</p>

Complainant Details

1	Complainant First Name	<input type="text"/>
2	Complainant Last Name	<input type="text"/>
3	Relationship to student/s	<input type="text"/>
4	Residential Address	<input type="text"/>
5	Telephone number/s	<input type="text"/>
6	Email/s	<input type="text"/>

Student Details

Please provide the student/s details below.

7	Student 1 – ID	Student 1 - Full Name	Year Level
	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/>	<input type="text"/>
8	Date of Birth	School	
	<input type="text"/>	<input type="text"/>	
9	Student 2 – ID	Student 2 - Full Name	Year Level
	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/>	<input type="text"/>
10	Date of Birth	School	
	<input type="text"/>	<input type="text"/>	
11	Student 3 – ID	Student 3 - Full Name	Year Level
	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/>	<input type="text"/>
12	Date of Birth	School	
	<input type="text"/>	<input type="text"/>	

Additional Support

Please advise us if you require a translator to assist with any phone calls that may take place.

13	<input type="checkbox"/> Yes <input type="checkbox"/> No	
14	Language	<input type="text"/>
15	Dialect	<input type="text"/>

Complaint Details

Please outline the details of your complaint below. Attach extra pages, if required. Please also ensure that you attach copies of any relevant supporting documents.

Complaint Outcome

Please outline below what outcome you are seeking. Attach extra pages, if required.

Complainant's signature

Signature:

Date: