Complaints Form

Please complete as much information as possible so the college can effectively investigate your complaint. Depending on the nature of the complaint, it may take the college between one to three weeks to conduct an investigation and to respond to you.

<table>
<thead>
<tr>
<th>Name:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact no:</td>
<td>Time of incident:</td>
</tr>
</tbody>
</table>

1) Are you a:  
- Parent/guardian  
- Carer  
- Staff  
- Student  
- Other, please specify: __________________________

2) Who is the complaint about?  
- The college  
- A staff member  
- A student  
- Another parent/guardian or carer  
- Other, please specify: __________________________

3) If known, name of person the complaint is about: ____________________________________________________________________________

4) Describe (in detail) the nature of the complaint

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

5) Have you taken any action to stop the behaviour complained about?  
- Yes  
- No
6) Name of witnesses (if any):

1) 
2) 
3) 

Complainant’s signature: ____________________________________ Date: _______________________

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Office Use Only

(Once the complaint has been resolved, ensure this form and any correspondence is filed in the complaints register)

<table>
<thead>
<tr>
<th>Staff name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position:</td>
</tr>
</tbody>
</table>

Findings:

Was the complainant notified of the outcome?  Yes ☐  No, why?  ________________________________

Signature: ____________________________________ Date: _______________________

Faith Knowledge Success  Updated: 15/3/17