



## Complaints and Grievances Form – Parents and Community

This form is for the use of parents, visitors and members of the School community and should be read in conjunction with the School's Complaints and Grievances Policy – Parents and Community. The School supports open communication with members of the School community and seeks an early resolution of issues.

For the purposes of this form:

*A complaint is a statement that something is unsatisfactory or unacceptable.*

*A grievance is a feeling of resentment over something believed to be wrong or unfair; giving cause for complaint.*

This completed form must be given to the relevant Head of School (parents and guardians) or to the Corporate Services Manager (visitors, volunteers and other members of the School community). Should the complaint or grievance be regarding a Head of School or the Corporate Services Manager, the completed form should be submitted to the Principal's Office.

**You will receive an email acknowledgment within two working days that your complaint or grievance has been received.**

### Privacy

The School respects the privacy of individuals and will protect personal information provided on this form. Paper records will be kept in locked storage and computerised records will be password protected. While investigating this complaint or grievance, the School will only collect information that is required for investigation and not share the information given on this form without your permission. For further information, refer to the School's Privacy Policy available at

[www.yvg.vic.edu.au](http://www.yvg.vic.edu.au)

### Personal Details

Name			
Address			
Suburb		Postcode	
Email			
Telephone	Home	Mobile	
Relationship to the School			

### Details of Complaint or Grievance

Summarise in one or two sentences what action, decision or conduct forms the basis of your complaint or grievance	
Please give details of your complaint or grievance (Include dates, details of emails or conversations or other information that is relevant) PTO if required	



**YARRA VALLEY**  
G R A M M A R

<b>Have you taken any steps to resolve the complaint? If so, give details</b>			
<b>What outcome are you now seeking?</b>			
<b>Do you give permission for the Principal to discuss details of your complaint or grievance with the appropriate staff at Yarra Valley Grammar (if applicable)?</b>	<input type="checkbox"/>	Yes	<input type="checkbox"/>
<b>Signature</b>		<b>Date</b>	

**Office Use Only**

<b>Complaint or Grievance Lodgement</b>	<b>Received by</b>	<b>Date</b>
<b>Decision Reached</b>	Yes <span style="margin-left: 100px;">No</span>	<b>Date</b>
<b>Details of outcome/decision/further action</b>		
<b>Complainant Informed of outcome of complaint or grievance and by whom</b>	<b>Verbally</b>	<b>Date</b>
	<b>In Writing</b>	<b>Date</b>