



## Overseas students Complaints and Appeals Form

This form is for the use of students and should be read in conjunction with the Overseas students Complaints and Appeals Policy & Procedures. Yarra Valley Grammar is aware that students may encounter certain problems or difficulties during their enrolment at the School. The School encourages early and open discussion to aim to resolve any matters in a timely and amicable way.

This completed form must be given to the Director of Marketing and Admissions.

**You will receive confirmation that your complaint or grievance has been received and the process will begin within 10 working days of lodgement of the complaint or appeal.**

<b>Student Name</b>		<b>Year Level</b>	
<b>Address</b>			
<b>Suburb</b>		<b>Postcode</b>	
<b>Email</b>			
<b>Telephone</b>	<b>Home:</b>	<b>Mobile:</b>	

### Details of Complaint or Appeal

<b>Contact person</b>		<b>Phone Number</b>	
<b>Summarise in one or two sentences what action, decision or conduct forms the basis of your complaint</b>			
<b>Please give details of your complaint or request for appeal</b>			
<b>Where and when did the problem take place</b>			
<b>How have you been impacted by the problem?</b>			
<b>What things have you done so far to try to help to resolve the problem, including other people you have spoken to?</b>			
<b>Is there anything else you think you could do to help to resolve the problem?</b>			

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<b>Is there anyone else who can provide further information about the problem?</b>	
<b>What outcome are you seeking?</b>	
<b>Do you give permission for the Principal to discuss details of your complaint with the appropriate staff at Yarra Valley Grammar and outside the School if appropriate?</b>	<input type="checkbox"/> Yes <span style="margin-left: 200px;"><input type="checkbox"/> No</span>
<p><b>In signing and submitting this form, you acknowledge that:</b></p> <ul style="list-style-type: none"> <li>• You may be asked to attend a meeting with the person(s) named by you regarding this problem.</li> <li>• The School may need to involve or inform other people in resolving this matter</li> </ul>	

<b>Signature of Student/Parent/Guardian</b>		<b>Date</b>	
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Please refer to our Overseas Students Complaints and Appeals (Grievance) Policy and Procedure for information on your rights and obligations

**Office Use Only**

<b>Complaint of Appeals Lodgement</b>	<b>Received by</b>	<b>Date</b>
<b>Decision Reached</b>	<b>Yes</b> <span style="margin-left: 100px;"><b>No</b></span>	<b>Date</b>
<b>Details of outcome/decision/further action</b>		
<b>Student or Parent informed of outcome of complaint of appeal by the Director of Marking &amp; Admissions</b>	<b>Verbally</b>	<b>Date</b>
	<b>In Writing</b>	<b>Date</b>

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