

General Information

You may be supported at any meeting by a friend, colleague or representative from a support organisation.

Further information about the Department's parent complaints process can be found at:
www.education.vic.gov.au/about/contact/parentcomplaint.htm

Advice about raising a concern or making a complaint is also available from Parents Victoria - 9380 2158 or 1800 032 023 outside Melbourne.

Regional Community Liaison Officers

Barwon South Western Region

5225 1000

Eastern Metropolitan Region

9265 2400

Gippsland Region

5127 0400

Grampians Region

5337 8444

Hume Region

5761 2100

Loddon Mallee Region

5440 3111

Northern Metropolitan Region

9488 9488

Southern Metropolitan Region

9794 3555

Western Metropolitan Region

9291 6500

Parent Complaints

Information

An orange rectangular box containing the text "Every child, every opportunity" in a white, handwritten-style font.

The Department of Education and Early Childhood Development is committed to treating everyone with dignity and respect and encourages good communication between parents and schools.

Schools need to know if you have any concerns about your child's education. Teaching and learning works best when parents and teachers talk to each other and work together to solve any problems.



How do I raise an issue or make a complaint?

The school should always be your first point of contact.

When contacting the school

- Plan what you will say, so you can clearly explain what the problem is. (You might want to take notes.)
- Have some ideas about how the problem could be solved.
- Talk about the problem with your child's teacher/s by telephone or organise a face to face meeting. Most problems can be solved this way.
- If you still have a concern after talking to your child's teacher/s you may want to speak to the assistant principal or principal.

Any appointments to speak with school staff about a complaint should be arranged through the school office.

When to contact the regional office

If the matter is not resolved by speaking to the assistant principal or principal at your school you can contact the community liaison officer at your regional office who will assist you and the school to find a solution. See below for contact numbers.

When to contact the central office

If the matter remains unresolved after discussions with the regional office you can send your complaint, in writing, to:

*Deputy Secretary,
Office for Government School Education,
c/o General Manager,
Group Coordination Division,
GPO Box 4367 Melbourne VIC 3001*