

Complaints Form

International Student Program



Complaints

The international student complaints process is open to international students enrolled, or seeking to enrol, in the International Student Program offered by Caroline Chisholm Catholic College.

For the purpose of this process, a complaint is an expression of dissatisfaction with an action taken or service provided by the Caroline Chisholm Catholic College. For dissatisfaction relating to a formal decision made, please complete and lodge the Appeals Form available at the www.cccc.vic.edu.au website.

Please note, this process is not for students or families wishing to make a complaint about Caroline Chisholm Catholic College, Principal, teacher or students. If you have a complaint involving the College principal, teacher or student, please contact the school.

Complaints Process

1. You can formally lodge a complaint with Caroline Chisholm Catholic College by completing and submitting this form.
2. Caroline Chisholm Catholic College's complaints process will begin within 10 working days of receiving a completed Complaints Form.
3. After the process has started, a staff member will contact you to discuss the details of your complaint.
4. You have the option to formally present your complaint at a meeting with staff from Caroline Chisholm Catholic College. You can bring a support person to this meeting.
5. You will be provided with a written statement of the outcome, including details and reasons for the decision.

All reasonable measures will be taken to finalise the process as soon as is practicable.

The student's enrolment will be maintained while Caroline Chisholm Catholic College's complaints process is in progress.

How to complete this form

1. Fill out this Complaints Form.
This form must be completed in English only.
2. Print and sign the form.
3. Attach any additional supporting documentation you would like considered.
Documents supplied in languages other than English must be accompanied by an accurate English translation prepared by a professionally qualified translator.
4. Please scan your completed form, along with any supporting documentation, and return via email to: internationalprograms@ccc.vic.edu.au

Privacy Policy

This Complaints Form requests personal information. Caroline Chisholm Catholic College's privacy policy can be obtained from www.cccc.vic.edu.au

The identity of the complaint will be protected.

False or Misleading Information

Caroline Chisholm Catholic College will take reasonable steps to verify the validity of information you supply. You are responsible for ensuring the accuracy and validity of all information you provide Caroline Chisholm Catholic College in respect of this complaint.

The College may take action it deems appropriate in the circumstances in respect to information which has been supplied.

The College may refer matters to the appropriate authorities for investigation where information that has been provided is known or reasonably believed to be false.

Note: Penalties that apply under section 314 of the Crimes Act 1958 (Vic) and section 142 of the Evidence (Miscellaneous Provisions) Act 1958 (Vic) may apply for making false or misleading statements and providing or misleading information or documents.

Complainant Details (Parent/Carer)

Name

Last Name

Relationship to student/s

Residential Address

Telephone number/s

Email/s

Student Details

Please provide the student/s details below.

Student 1 – ID	Student 1 - Full Name	Year Level
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Date of Birth	School
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Student 2 – ID	Student 2 - Full Name	Year Level
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Date of Birth	School
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Student 3 – ID	Student 3 - Full Name	Year Level
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Date of Birth	School
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Complaint Details

Please outline the details of your complaint below. Attach extra pages as required (including copies of relevant supporting documents).

Complainant's Signature

Date: / /