



Islamic College of Melbourne

83 Wootten Rd Tarneit

3029 VIC Australia

PO Box 8153

ABN: 44 127 774 298

www.icom.vic.edu.au

admin@icom.vic.edu.au

(03) 8742 1739

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.

Name:	Date:
Contact no:	Time of incident:

- 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 the nature of the complaint Student wellbeing Behaviour issue
 Staff conduct Bullying
 Discrimination Child safety concern
 Other: _____

Details of complaint (include relevant dates, names and description):

- 5) Have you taken any action to stop the behaviour complained about? Yes No



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6) Does this complaint relate to child safety?

Yes

No

If yes, complete the following:

• Is the child in immediate danger?

Yes

(Call 000 immediately)

No

• Has Mandatory Reporting been considered?

Yes

No

• Has the matter been reported to:

○ The police?

Yes

No

Date: _____

○ DFFH Child Protection?

Yes

No

Date: _____

○ CCYP (Reportable Conduct)?

Yes

No

Date: _____

7) Name of witnesses (if any):

1)

2)

3)

8) What outcome are you seeking?

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. Where the complaint relates to child safety, records must also be stored in the College's restricted child safety record system.

Staff name:	
Position:	

Findings:

Action Taken:

Was the complainant notified of the outcome? Yes

No, why? _____

Signature: _____ Date: _____

This form supports compliance with the Victorian Child Safe Standards and Ministerial Order 1359 (2022).

Approval Date	23 November 2025
Approved By	Board Chair
Supersedes	Previous
Date of Last Review	2 June 2024
Date for Next Review	2 year cycle