Islamic College of Melbourne
83 Wootten Rd Tarneit
3029 VIC Australia
PO Box 8153

ABN: 44 127 774 298

vwww.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.

Submission of Complaint: Complaints must be submitted in writing by completing the Complaints Form and emailing it to complaints@icom.vic.edu.au.

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):

Islamic College of Melbourne
83 Wootten Rd Tarneit
3029 VIC Australia
PO Box 8153

ABN: 44 127 774 298

vwww.icom.vic.edu.au
admin@icom.vic.edu.au
(03) 8742 1739

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

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: _____

Islamic College of Melbourne
83 Wootten Rd Tarneit
3029 VIC Australia
PO Box 8153

ABN: 44 127 774 298

vwww.icom.vic.edu.au
admin@icom.vic.edu.au
(03) 8742 1739

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	22 November 2026
Approved By	Board Chair
Supersedes	23 November 2025
Date of Last Review	23 November 2025
Date for Next Review	2 year cycle