

# ISP Complaints Form

## ISP Complaints and Appeals

- A complaint is an expression of dissatisfaction with the quality of an action taken or service provided or dissatisfaction with a delay or failure in providing a service, taking an action, or making a decision.
- The [ISP Complaints and Appeals Process Guide](#) provides an overview of the steps that international students, parents, legal guardians or education agents can take to deal with complaints and appeals relating to the International Student Program (ISP), and can be found under *Brochures and Forms* at [www.study.vic.gov.au](http://www.study.vic.gov.au).
- This form should be read in conjunction with the [ISP Complaints and Appeals Policy](#).
- You can use this form to submit a formal complaint to the Department of Education and Training (International Education Division) (DET(IED)), when you have attempted to resolve a matter informally and you are dissatisfied with the outcome.
- If you wish to express your dissatisfaction with a formal decision as outlined below, the matter will be dealt with as an appeal, and you should complete and submit the [ISP Appeals Form](#):
  - the outcome of a formal complaint
  - a decision to issue a Notice of Intention to Expel and Report for Non-Payment of Fees
  - a decision to issue a Notice of Intention to Report and Defer, Suspend or Cancel an international student's enrolment due to misbehaviour
  - a decision to issue a Notice of Intention to Report and Defer, Suspend or Cancel an international student's enrolment due to unsatisfactory course progress or attendance
  - a decision to deny a request for deferral
  - a decision to deny a request for a school transfer
  - a decision relating to a refund request
  - a decision relating to any matter under section 33(3) or 34(2) of Ministerial Order 819 - Fees for Overseas Students in Government Schools (Ministerial Order 819).
- Please contact DET (IED) via the contact details below if you have any questions about the [ISP Complaints and Appeals Policy](#), the guide or this form.

## How to complete this form

- Please ensure that you carefully check this form and provide all necessary information.
- This form must be completed in English.
- This form is an editable pdf form so you can complete it on your computer, save it and then print it to sign and scan.
- The completed form, and any relevant supporting documentation, should be submitted to [isfinance@edumail.vic.gov.au](mailto:isfinance@edumail.vic.gov.au).

## Information management

- Information provided in this form will comply with the [ISP Record Keeping Procedural Guidelines](#), which incorporate appropriate data and records management legislative requirements such as *Privacy and Data Protection Act 2014 (Vic)* and *Public Records Act 1973 (Vic)*.

## Definitions

- **DET** – Department of Education and Training
- **DET (IED)** – Department of Education and Training (International Education Division)
- **IED** – International Education Division
- **ISP** – International Student Program

### International Education Division

Department of Education and Training

Level 28, 80 Collins St,  
Melbourne,  
Victoria 3000

Tel: +61 3 7022 1000  
Fax: +61 3 9637 2184  
Email: [international@edumail.vic.gov.au](mailto:international@edumail.vic.gov.au)

[www.study.vic.gov.au](http://www.study.vic.gov.au)

## Complainant Details

1	Complainant First Name	<input type="text"/>
2	Complainant Last Name	<input type="text"/>
3	Relationship to student/s	<input type="text"/>
4	Residential Address	<input type="text"/>
5	Telephone number/s	<input type="text"/>
6	Email/s	<input type="text"/>

## Student Details

Please provide the student/s details below.

7	Student 1 – ID	Student 1 - Full Name	Year Level
	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/>	<input type="text"/>
8	Date of Birth	School	
	<input type="text"/>	<input type="text"/>	
9	Student 2 – ID	Student 2 - Full Name	Year Level
	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/>	<input type="text"/>
10	Date of Birth	School	
	<input type="text"/>	<input type="text"/>	
11	Student 3 – ID	Student 3 - Full Name	Year Level
	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/>	<input type="text"/>
12	Date of Birth	School	
	<input type="text"/>	<input type="text"/>	

## Additional Support

Please advise us if you require a translator to assist with any phone calls that may take place.

13	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
14	Language	<input type="text"/>	
15	Dialect	<input type="text"/>	

## Complaint Details

Please outline the details of your complaint below. Attach extra pages, if required. Please also ensure that you attach copies of any relevant supporting documents.

## Complaint Outcome

Please outline what outcome you are seeking below. Attach extra pages, if required. Please note, stating your desired outcome here does not guarantee that it will be granted.

## Complainant's signature

Signature:

Date: