

Child Link Complaints Request Form

A Child Link complaint can be made by:

- individuals (including parents, carers or children) who may have information on Child Link
- Child Link Users who access Child Link, or
- other third parties who elect to raise an issue to the Department of Education in relation to Child Link.

We endeavour to respond to complaints as quickly as possible. If your complaint is more complex and requires more time to investigate, we will inform you of what we need to do and how long it will take.

Once your complaint is submitted, an acknowledgement of receipt and unique reference number will be sent to your email address.

Privacy collection notice

The Department of Education (**the Department**) recognises that personal and health information should only be used or disclosed for the purpose for which we collect it, or for a related purpose that you would reasonably expect or as otherwise permitted or required by law.

We use the information you provide in this form to respond to your complaint and to inform aggregate reporting to improve service delivery. If you do not provide all or part of the information requested, this may limit our ability to assist you. The investigation of your complaint may involve sharing information about you and your complainant with other relevant areas within the Department or with other relevant government agencies, such as the Department of Families, Fairness and Housing and the Department of Health, to achieve a resolution.

We may seek further information from you in relation to your complaint. If you do not provide us with information regarding your complaint, this may limit our ability to assist you.

We may establish that your complaint is best responded to by a different government agency (e.g., where the complaint is in relation to how a Child Link User has accessed and used information on Child Link). If this is the case, we will refer your complaint to that agency and notify you that we are doing so.

For more information on the Department's handling of personal information, please refer to the Department's [Privacy Policy](#).

- I have read and understand how the Department of Education stores and handles personal information.

Important note

You **must** ensure this form and all copies of this form are stored in a secure location that can only be accessed by you and other people relevant to the complaint.

You **must** fill out all the fields marked with an asterisk (*).

Section 1: Personal details of the complainant

Title:

Mr Ms Mrs Dr Other. Please specify:

* Full name:

* Email address:

* Phone number:

Section 2: Is the complaint on behalf of someone else?

Yes No

If yes, please complete the following fields specifying the details of the individual the complaint is about.

Full name:

Email address:

Phone number:

What is your relationship to this person:

Section 3: Complaint details

* Please tell us what your complaint is, including what events led to making the complaint, approximate dates and who was involved.

Section 3: Complaint details (continued)

How has this affected you or the person you are making the complaint on behalf of?

What outcome would you like to see from this complaint?

Section 4: Supporting evidence documentation

If you have evidence or documents to support your claim, please list them below and attach to your email application. Please see the next page for email address details.

Section 5: Signature

Please sign and date this form.

* **Signature:**

* **Date:**

Note: you may type your full name or initials as your signature.

Please send this request form together with your supporting evidence documentation to:
requests@childlink.vic.gov.au, with the subject line 'New complaint'.

For assistance with this form please contact the **Child Link Enquiry Line** on **1800 549 646**.