

General Warning

The purpose of this fact sheet is to give general introductory information about the complaints process. It does not contain legal advice.

WARNING: Alternative legal action should be considered before making a complaint. What is included in a complaint may be relevant to any current or future legal proceedings. If you are involved in legal action you should immediately see a lawyer and not proceed with a complaint.

If you (or the complainant, if you are complaining on their behalf) want financial compensation, support or money you should see a lawyer before making a complaint.

General complaint information

Complaints are rarely about just one thing. When you have a problem, it may be that a number of things have gone wrong. Below are some of the common areas where issues may arise that could lead to a complaint.

Discrimination	Disability and NDIS services	Policing, Custody and Detention
Seniors and Aged Care supports and services	Consumer and Business disputes	Phone and Internet services
Banking, Insurance and Superannuation	Energy and Water services	Housing and Real Estate
Health Care services	Employment issues	Education and Training providers
Government Agencies and Departments	Child Safety and Protection	State Fines and Debts
Corruption	Privacy and Access to Information	Media and Publications

There are different complaint bodies to handle different types of complaints. You should consider the different pathways available to decide the most appropriate pathway for your circumstances. One event could lead to multiple complaints. That means you may need to lodge more than one complaint to have all of your concerns addressed.

[The online triage tool on this website can help you to identify the different complaint bodies that may be able to assist you.]

It is usually quickest and easiest to try to resolve a complaint directly with the person or body you are having a problem with. Many complaint handling bodies will not act on a complaint unless you have tried to resolve your complaint directly. If you do not feel it is safe or appropriate to complain directly, you should contact the relevant complaint body to discuss your situation.

Complaints involving discrimination

There are state and federal complaints bodies that handle complaints that about discrimination. If your situation involves discrimination, you should consider making a discrimination complaint in addition to any other complaints. Discrimination may occur when someone is treated less favourably on the basis of: race; sex; gender; disability; age; sexuality;

relationship status; pregnancy; caring responsibilities; or having or being thought to have an infectious disease.

WARNING: The state and federal bodies that handle discrimination complaints have different rules, including time limits. You can make a complaint to both the state and federal complaint bodies, but they may decide not to address your concerns if you have already complained elsewhere. For example, if you have already lodged a discrimination complaint to anti-discrimination NSW, it is likely that Australian Human Rights Commission will decide not to act on your complaint. Please carefully review the discrimination factsheets for information about your options before making a discrimination complaint.

Victorian Institute of Teaching

In this fact sheet, we introduce the Victorian Institute of Teaching ('VIT'). We outline how complaints can be made by the public to VIT.

The VIT is the professional regulator for teachers in Victoria. You can complain to VIT if a registered teacher has behaved in a way that raises serious concerns, like misconduct, incompetence, criminal charges, or being unsafe to teach. VIT only handles complaints about individual teachers, not schools or school policies.

Legislation and Key Terms

Relevant Legislation:

- [Education and Training Reform Act 2006 \(Vic\)](#)

Key terms:

Category A Offence: Very serious crimes like child abuse, sexual assault, or murder. Teachers are usually banned from teaching if found guilty or even charged.

Category B Offence: Serious crimes like assault, stalking, or fraud. VIT reviews whether the teacher should stay registered.

Category C Conduct: Other behaviour that raises concerns, such as being disciplined at work, acting inappropriately online, or showing poor judgement.

Complaint: An expression of dissatisfaction where a response or resolution is wanted, expected or required.

Complainant: A person who has made a complaint.

Disciplinary Action Steps VIT can take against a teacher, like giving a caution, adding conditions, suspending, or cancelling their registration.

Hearing: A formal meeting where VIT decides what to do about a teacher after a serious complaint. It can be informal, formal, or medical.

Impairment: A mental health condition, addiction, or physical illness that affects a teacher's ability to do their job safely or properly.

Investigation: A formal process where VIT gathers information and evidence about a complaint to decide what action (if any) is needed.

Judicial Review: A legal challenge in the Supreme Court if someone believes VIT made a serious legal or procedural mistake.

Misconduct: Unprofessional or inappropriate behaviour by a teacher, like bullying, swearing, or unfair treatment of students.

Permission to Teach (PTT): Special approval given to someone who isn't fully qualified to teach but is allowed to work in a limited teaching role.

Preliminary Assessment: VIT's first step after receiving a complaint, they check if it involves a registered teacher and if the issue is serious enough to investigate.

Registered Teacher: A person officially approved by the VIT to teach in Victoria. They must meet standards of conduct and competence.

Serious Incompetence: When a teacher is unable to do their job properly or safely, even with help or training.

Serious Misconduct: Very serious behaviour, like abuse, sexual misconduct, or major safety breaches, that shows the teacher is not suitable to work with students.

Unfit to Teach: When a teacher's behaviour, attitude, or values show they should not be allowed to teach.

Working With Children Check (WWCC) Exclusion: A ban issued by the Department of Justice that stops someone from working with children. If a teacher receives one, they must stop teaching.

Step 1: What type of Complaints can be made to this body?

VIT takes complaints about a registered teacher or a person with permission to teach. Each category below reflects serious concerns about a teacher's professional conduct, capacity or suitability, based on the Education and Training Reform Act 2006 (Vic) and VIT's official guidance. This includes, but is not limited to:	
Sub-category	Example
Serious Misconduct	<p>You should make a complaint if the teacher has acted in a seriously unethical, abusive, or dangerous way. This includes behaviour that harms students, crosses clear boundaries, or shows a serious failure to meet professional standards.</p> <p>This type of misconduct often involves abuse of power, criminal behaviour, or conduct that would seriously damage the public's trust in teachers.</p> <p><i>Example: Peter, a high school teacher, began a sexual relationship with a 17-year-old student in his class.</i></p>
Misconduct	<p>You should make a complaint if the teacher has behaved in a clearly unprofessional or inappropriate way, even if it doesn't rise to the level of serious misconduct. It may include boundary issues, offensive language, or poor behaviour at school.</p> <p>Misconduct can include repeated inappropriate behaviour, breaches of duty of care, or disrespectful treatment of students, parents, or colleagues.</p> <p><i>Example: Amira, a teacher, regularly made humiliating comments about a student's autism during class, calling them "slow" and "disruptive."</i></p>
Serious Incompetence	<p>You should make a complaint if the teacher cannot do their job to a safe or acceptable standard, even after being given support, supervision, or feedback. It must be more than a one-off mistake or a minor issue.</p> <p>Serious incompetence includes failure to follow safety procedures, poor teaching practices that put students at risk, or an inability to manage the classroom.</p> <p><i>Example: Dominic, a prep teacher, repeatedly failed to supervise his students properly. On several occasions, children wandered out of the classroom without him noticing.</i></p>
Not Fit to Teach	<p>You should make a complaint if the teacher's behaviour or values show they are not suitable to be a teacher at all. This includes conduct that is seriously offensive, harmful, or shows a complete lack of judgement.</p> <p>A person may be "not fit to teach" even if their behaviour happened outside school, if it raises real concerns about their character or judgment.</p>

	<i>Example: Karen, a teacher, posted violent anti-Semitic content on her public social media profile and refused to take it down when asked by her employer.</i>
Physical or Mental Impairment That Affects Teaching	<p>You should make a complaint if the teacher has a physical or mental condition that makes them unsafe or unable to perform their duties properly, and they are not getting help to manage it. This may include unmanaged mental illness, cognitive decline, or substance use issues that make it unsafe for them to teach.</p> <p><i>Example: George, a teacher, came to work intoxicated on several occasions and fell asleep while supervising students.</i></p>
Criminal Charges or Convictions - Category A Offence	<p>You should make a complaint if the teacher has been charged with or found guilty of a very serious offence, such as child abuse, rape, murder, or serious drug trafficking. Category A offences are so serious that a teacher's registration is usually suspended automatically.</p> <p><i>Example: Emily, a teacher, was found guilty of producing and distributing child abuse material.</i></p>
Criminal Charges or Convictions - Category B Offence	<p>You should make a complaint if the teacher has been charged with or found guilty of a serious criminal offence that raises concerns about their suitability to teach, such as assault, family violence, or fraud.</p> <p>Category B offences don't always result in automatic suspension but must still be reported and can trigger a formal investigation.</p> <p><i>Example: Ben, a secondary teacher, was convicted of recklessly causing serious injury to his partner during a domestic dispute.</i></p>
Inappropriate Behaviour - Category C Conduct	<p>You should make a complaint if the teacher has acted in a way that may not be criminal, but still raises concerns, such as being disciplined by an employer, receiving a formal warning, or being the subject of a serious report.</p> <p>Category C conduct often includes behaviour that would make parents or students lose confidence in the teacher's judgment or professionalism.</p> <p><i>Example: Linda, a teacher, was formally disciplined by her school for making racist jokes in the staffroom, which upset several colleagues.</i></p>
Working With Children Check (WWCC) Exclusion	<p>You should make a complaint if the teacher has been excluded from holding a Working With Children Check, meaning the Department of Justice believes they pose a risk to children. If a teacher loses their WWCC, they usually cannot continue teaching, even if no charges were laid.</p> <p><i>Example: Michael, a teacher, was issued a WWCC exclusion after police investigated allegations of child grooming.</i></p>
Disciplinary Action by an Employer	<p>You should make a complaint if the teacher has been disciplined by their school or workplace for serious concerns about their conduct or performance. Disciplinary action can include warnings, demotion, suspension, or termination, and may show the teacher is not meeting the professional standards expected by the VIT.</p>

	<i>Example: Sinead, a teacher, was demoted after her school found she had physically restrained a student in breach of school policy.</i>
Exclusions	<p>VIT cannot handle complaints about:</p> <ul style="list-style-type: none"> • The person is not a registered teacher or a permission-to-teach holder: VIT can only take complaints about teachers who are currently registered or approved to teach in Victoria. • The behaviour happened entirely outside the teacher's role and doesn't raise professional concerns: If the issue is unrelated to their work as a teacher and doesn't affect their fitness to teach, the VIT will not investigate. • The complaint is about school rules, policies, or how the school runs: IT cannot investigate complaints about school decisions, class sizes, curriculum, or timetabling. These are management or policy matters. • The complaint involves discrimination or a human rights issue: These should be made to the Victorian Equal Opportunity and Human Rights Commission (VEOHRC) or the Australian Human Rights Commission (AHRC) • The complaint is about privacy, data breaches, or information sharing: VIT does not handle privacy issues. • The complaint is about a criminal matter that does not involve the teacher's professional role: If the issue involves general criminal behaviour (e.g. property damage, unpaid fines) that does not affect their teaching, VIT is not the right body. • You want the teacher removed from their job or school: VIT does not manage teacher employment or placement.
Additional information	<ul style="list-style-type: none"> • A complaint to VIT is not the same as a report to police or child protection: If a child is at immediate risk or a crime has been committed, contact Victoria Police or the Department of Families, Fairness and Housing (DFFH). You can still make a complaint to VIT after reporting the incident. • You don't need to prove the complaint to make it: You only need to raise your concern. VIT will decide whether it needs to investigate or take further steps.

Step 2: What is the Jurisdiction of the complaints body?

Jurisdiction	Description
[State	This complaints body has powers to hear complaints under the law of Victoria
Geographical Scope	VIT can only investigate complaints about individuals who are registered or approved to teach in Victoria, regardless of where the conduct took place.

	<ul style="list-style-type: none"> • The teacher must be registered or hold permission to teach in Victoria: It doesn't matter where they currently live or work. What matters is that they are (or were) registered with VIT at the time of the conduct. • The conduct can happen inside or outside Victoria: VIT can investigate conduct that occurred interstate or overseas if it raises concerns about the teacher's suitability to work in Victoria. • The VIT cannot accept complaints about schools or companies: Complaints must be about an individual teacher, not a school, organisation, or education provider.
Time Limitations	<p>There are no formal time limits for making a complaint to VIT. You can make a complaint even if the conduct happened many years ago.</p> <ul style="list-style-type: none"> • However, there are a few important things to keep in mind: The teacher must have been registered (or permitted to teach) at the time of the conduct, or be currently registered when the complaint is made. • If they were never registered with VIT, your complaint may be outside VIT's powers: VIT can still investigate if the teacher is no longer registered, but only if they were registered when the conduct occurred. • Older complaints may be harder to investigate if evidence or witnesses are no longer available: But VIT still takes historical allegations seriously, especially those involving child safety or serious misconduct.
Exclusions	<p>There are some situations where the Victorian Institute of Teaching (VIT) cannot accept or continue with a complaint, even if it involves a registered teacher. These are called mandatory exclusions, and they limit VIT's legal power to investigate. This includes:</p> <ul style="list-style-type: none"> • The teacher is not registered or approved to teach in Victoria: VIT only has authority over individuals who are currently, or were previously, registered or approved by VIT. • The complaint has already been dealt with by VIT: If the same issue has already been assessed or investigated by VIT, it usually cannot be reopened unless new, significant evidence has come to light. • The matter is being dealt with by a court or tribunal: If the same issue is currently before a court or tribunal (e.g. criminal trial or civil case), VIT may wait until those proceedings finish before acting, or may decide not to investigate at all. • The conduct was investigated and dismissed by police, and no new evidence exists: If the matter has already been fully investigated by police and found to have no basis, VIT may not reopen the issue unless new, relevant information emerges. • The complaint is vexatious, frivolous, or made in bad faith: VIT can reject complaints that are clearly malicious, baseless, or intended to harass a teacher.

	<ul style="list-style-type: none"> • The complaint relates to employment matters only (e.g. unfair dismissal, pay disputes): VIT does not deal with workplace grievances that do not involve teacher conduct or professional standards.
Exercise of discretion	<p>The Victorian Institute of Teaching (VIT) has some discretion in how it handles complaints. This means that even if a complaint falls within its general scope, VIT can choose whether or not to investigate based on certain factors.</p> <p>Here are the key areas where VIT may exercise discretion:</p> <ul style="list-style-type: none"> • VIT may decline to investigate if the conduct is not serious enough: If the behaviour is minor, isolated, or doesn't raise real concerns about the teacher's professional suitability, VIT may decide not to investigate. • VIT may delay or pause an investigation if another body is handling the same issue: If the matter is being investigated by police, a school, a regulatory body, or a court, VIT may wait for the outcome before acting, or decide not to duplicate the process. • VIT may choose not to proceed if the complaint lacks detail or evidence: While you don't need to prove your case, VIT can decline to investigate if the complaint is too vague, missing key information, or unlikely to lead anywhere. • VIT may decide not to take action if the teacher has already been dealt with appropriately by their employer: If the school or workplace has already responded in a way that addresses the issue (e.g. suspension, training, disciplinary action), VIT may decide no further steps are needed. • VIT can assess whether historical conduct still affects a teacher's current fitness to teach: If the behaviour happened many years ago, VIT will consider whether it still has any bearing on the teacher's current role or registration.

Step 3: Who can you make a complaint against?

Respondent	Description
Registered teachers	Individuals who hold full registration with the VIT to teach in schools or approved education settings in Victoria.
Provisionally registered teachers	Early-career teachers who hold provisional registration with the VIT while they work towards full registration.
Non-practising registered teachers	Individuals who have paused their teaching career but remain on the VIT register as non-practising. They are still bound by VIT's professional standards.

Permission to Teach (PTT) holders	Individuals who are not fully qualified but have been granted limited authorisation by the VIT to teach in specific roles or subjects.
Early childhood teachers registered with VIT	Individuals registered by the VIT to teach in early childhood services. This includes those with full, provisional, or non-practising early childhood registration.
Teachers with interim registration or temporary approval	Individuals who have been granted temporary approval to teach while awaiting a full VIT decision. They are subject to the same standards as registered teachers
Exclusions	<p>VIT does not have jurisdiction over these people or entities, even if they work in education settings:</p> <ul style="list-style-type: none"> • Unregistered individuals: People who are not, and have never been, registered or approved by VIT, including tutors, school support staff, contractors, or education aides. • Teachers registered only in other states or countries: Educators who are not currently or formerly registered with VIT. Even if they work in Victoria, they must hold VIT registration to fall within VIT's powers. • Principals or centre directors who are not registered teachers: If a school leader or childcare director is not registered with the VIT, VIT cannot investigate complaints about them. • Schools, early learning services, or education providers: VIT only deals with individual teachers, not organisations or institutions. Complaints about how a school is run must go to the Department of Education or another authority. • Former teachers who were never VIT registered: If the person left teaching before VIT registration became mandatory or only worked in informal or non-teaching roles, VIT cannot investigate them. • People falsely claiming to be teachers: If someone pretends to be a teacher but is not registered or approved by VIT, they are committing an offence, but they cannot be investigated under teacher conduct laws.

Step 4: Are you eligible to make a complaint?

Eligibility	Description
Who can make a complaint?	<p>Anyone can make a complaint to the Victorian Institute of Teaching (VIT).</p> <p>There are no restrictions based on age, location, relationship to the teacher, or whether you are directly affected by the conduct.</p>

	You do not need to be a Victorian resident, and you don't need to work in education to make a complaint.
Pre-requisite steps	<p>There are no formal steps you must take before making a complaint.</p> <p>You do not need to raise the issue with the school, teacher, or employer before contacting VIT, though VIT may consider whether the issue has already been addressed by another body or whether there are more appropriate pathways (e.g. police, Department of Education).</p>
Can complaints be made on behalf of someone?	<p>Yes.</p> <p>Complaints can be made on behalf of someone else, such as a child, student, family member, or colleague.</p> <p>If you're acting on behalf of an adult (e.g. as a support person or advocate), VIT may request written authority or consent to share information or proceed with the complaint.</p> <p>No written authority is required when:</p> <ul style="list-style-type: none"> the person you're acting for is a child or vulnerable person, or you are reporting general concerns or risk to others.
Exclusions	<p>There are no specific categories of people who are excluded from making a complaint.</p> <p>However, a complaint may not proceed if:</p> <ul style="list-style-type: none"> The teacher was never registered or approved by VIT The complaint does not raise any concern about professional suitability (e.g. it's about a school rule or classroom policy) The same complaint has already been dealt with by VIT or another authority The complaint is clearly malicious, baseless, or made in bad faith
Additional information you need to know	<ul style="list-style-type: none"> You do not need to be directly involved in the incident to make a complaint. VIT accepts third-party and whistleblower-style complaints, including anonymous ones (although anonymous complaints may limit what action can be taken). Complaints can be made anonymously, but this may affect how much VIT can investigate or whether it can notify you of the outcome. Protections for complainants: Making a complaint to VIT is protected by law. It is not defamation or misconduct to report concerns in good faith. The identity of complainants is generally protected during investigations unless disclosure is required by law (e.g. in court proceedings).

Step 5: What remedies are available at this body?

Power	Description
Conditions on registration	The teacher must comply with specific requirements to stay registered, such as further training, counselling, or supervision.
Caution	A formal warning about the teacher's conduct. It may be used for less serious issues or as a first response to a breach.
Reprimand	A formal statement of serious disapproval. Stronger than a caution and often used when the teacher's conduct fell short of expectations.
Suspension of registration	The teacher's registration is temporarily paused. This can include conditions, such as completing counselling before returning to work.
Cancellation of registration	The teacher is no longer registered and cannot work as a teacher in Victoria. This may be permanent or until reapplication is allowed.
Disqualification from reapplying	The teacher is banned from applying for registration, permission to teach, or early childhood registration for a specific period.
Cessation of registration or permission to teach (for Category A offences or WWCC exclusions)	The teacher's registration or permission to teach ends immediately by operation of law if they are convicted of certain serious offences or banned from working with children.
Disqualification from teaching in schools or early childhood services (for Category A offences or WWCC exclusions)	The teacher is banned from teaching in any school or early childhood service in Victoria.
Referral to a medical panel	If impairment is suspected, the case may be referred to a medical panel to assess the teacher's fitness to practise.
No further action	The hearing panel may determine that no action is required if the teacher is fit to teach and no breach is substantiated.
Exclusions	<p>VIT does not have power to provide:</p> <ul style="list-style-type: none"> • Compensation or damages: VIT cannot award money, damages, or compensation to victims, families, students, or employers, even if serious harm occurred. • Apologies or acknowledgements: VIT cannot order a teacher to apologise, meet with a complainant, or issue a formal statement. • Employment-related outcomes: VIT cannot: <ul style="list-style-type: none"> • Reinstatement or removal of a teacher from their job

	<ul style="list-style-type: none"> • Order a school or centre to discipline or rehire a teacher • Intervene in enterprise agreements or pay disputes • Systemic or school-level changes: VIT has no authority over: <ul style="list-style-type: none"> • School or employer policies • Curriculum or teaching methods • Class placements or school resourcing • Orders to prevent future contact or engagement: VIT cannot issue restraining orders, protective orders, or stop someone from contacting students or colleagues (though they may suspend or cancel registration). • Reversal of other decisions: VIT cannot override decisions made by: <ul style="list-style-type: none"> • Police • The Department of Education • School boards or governing bodies • Other complaint bodies or courts • Criminal penalties: VIT cannot: <ul style="list-style-type: none"> • Charge someone with a criminal offence • Sentence a person to prison • Impose fines or community service (Criminal matters must be referred to police or child protection.) • Professional sanctions outside of teaching: VIT cannot disqualify someone from other professions (e.g. social work, allied health, coaching), only from teaching roles it directly regulates.
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Step 6: Preparing your complaint. What should it include?

Requirement	Description
Format	<p>To submit a complaint to the Victorian Institute of Teaching (VIT), you can do so via their online form, by mail, or by phone.</p> <ol style="list-style-type: none"> 1. Online Form: You can find the online complaint form on the VIT website: https://www.vit.vic.edu.au/contact/i-want-make-complaint-about-teacher This form is designed for lodging formal complaints about a teacher. 2. By Mail: You can send your complaint via mail to: Victorian Institute of Teaching, Feedback and Complaints, PO BOX 531, Collins Street West VIC 8007.

	<p>3. By Phone: You can call the VIT's general enquiries line at 1300 888 067.</p> <p>4. In Person: You can also lodge a complaint in person at: Level 9 628 Bourke Street, Melbourne VIC 3000, and speak with the Complaints Manager.</p>
Personal Details	<p>You will usually need to provide:</p> <ul style="list-style-type: none"> • Your full name • Contact details (phone or email) <p>You can make a complaint anonymously, but:</p> <ul style="list-style-type: none"> • VIT may not be able to take action without verifying details • You won't receive updates about the investigation • The complaint may be closed if it lacks enough information to investigate
Respondent's Details	<p>You should include as much information as possible about the teacher you're complaining about:</p> <ul style="list-style-type: none"> • Full name (essential) • Workplace (school, early childhood centre, etc.) • Position or role (e.g. Year 3 teacher, PE teacher) • Any other identifying details (e.g. subjects taught, approximate age) <p>You do not need their home address or contact number.</p>
Relevant Facts	<p>Your complaint should clearly explain:</p> <ul style="list-style-type: none"> • What happened (including dates, times, locations) • Who was involved (including the teacher and any witnesses) • What impact it had on you or others (e.g. harm, distress, disruption) • Any steps you've already taken (e.g. reported to the school or police) • What you want to happen (if known — e.g. investigation, review of registration) <p>You can also attach:</p> <ul style="list-style-type: none"> • Supporting documents (emails, screenshots, school reports, etc.) • Witness statements or other evidence <p>There are no strict limits on how much you can submit — but clarity is important. Long complaints should be structured with headings or timelines.</p>

What NOT to include	<ul style="list-style-type: none"> • Do not include false or misleading statements: Making a complaint in bad faith is taken seriously and may be referred to police or legal authorities. • Do not attach personal abuse, threats, or offensive material: VIT will not investigate complaints made inappropriately or maliciously.
Additional information you need to know	<ul style="list-style-type: none"> • Accessibility: Anyone who has been affected by a decision or action (including a failure to make a decision or take action) can make a complaint. • Anonymous Complaints: VIT accepts and responds to anonymous complaints, provided they have received enough information to do so. • Complaint Handling Procedure: VIT uses a four-tiered approach to complaint handling, starting with frontline resolution and escalating to the SEC Manager (in their capacity as Complaints Manager) for serious complaints. • Contact VIT: You can find more information about contacting VIT on their website: https://www.vit.vic.edu.au/contact.

Step 7: Lodging your complaint and next steps.

Step	Description
Where to lodge your complaint	<p>Complaint form: here</p> <p>Contact form: here</p> <p>Post: Victorian Institute of Teaching, Feedback and Complaints, PO BOX 531, Collins Street West VIC 8007.</p> <p>Telephone: 1300 888 067</p> <p>In person: Level 9 628 Bourke Street, Melbourne VIC 3000, open Monday-Friday 9am-5pm.</p>
Acknowledgement of complaint	<p>You will usually receive a confirmation email or letter within a few days of submitting your complaint. This will confirm that your complaint has been received and may outline what will happen next (e.g. a preliminary assessment or request for more information).</p> <ul style="list-style-type: none"> • If you provided contact details, you will be kept informed of the process, including: <ul style="list-style-type: none"> • Confirmation of receipt • Whether VIT will proceed to investigate • The outcome, if applicable (subject to legal and privacy limits) • If you submitted the complaint anonymously, VIT cannot acknowledge receipt or keep you updated, unless you included a way to contact you.

Preliminary Assessment	<p>After you submit your complaint, the VIT will review it to decide whether:</p> <ul style="list-style-type: none"> • It involves a person they have jurisdiction over (e.g. a registered teacher) • The conduct is serious enough to investigate • It raises concerns about the teacher's fitness to teach, competence, or conduct <p>VIT may contact you for more details. If the complaint is clearly outside their scope, it may be closed at this stage.</p> <p>Timeframe: Usually within a few weeks, depending on complexity.</p>
Investigation	<p>If the complaint raises concerns that fall within VIT's powers, it may be referred for investigation.</p> <p>During an investigation, VIT can:</p> <ul style="list-style-type: none"> • Request information from the teacher, employer, or other parties • Gather documents or statements • Assess whether the conduct may amount to misconduct, serious misconduct, incompetence, impairment, or unfitness to teach <p>Timeframe: Investigations can take several months, especially if other bodies (e.g. police) are involved.</p>
Panel or Hearing Referral	<p>If VIT believes formal action may be required, the matter may be referred to:</p> <ul style="list-style-type: none"> • Medical Panel Hearing: If the concern involves a mental or physical impairment that may affect the teacher's ability to practise safely. • Informal Hearing: For cases of professional misconduct, serious incompetence, or suitability issues that do not involve serious criminal charges. • Formal Hearing: For the most serious matters, including serious misconduct, fitness to teach, or Category A/B criminal offences. <p>You may not be involved directly, but your evidence may be used.</p>
Determination	<p>After a hearing or panel process, VIT will make a formal decision. Outcomes can include:</p> <ul style="list-style-type: none"> • Caution or reprimand • Conditions on registration • Suspension or cancellation of registration • Disqualification from reapplying • Referral to other authorities if needed

	You may receive a summary of the outcome (subject to privacy and legal restrictions).
Additional information you need to know	<ul style="list-style-type: none"> • Keep a copy of your complaint and any documents you send. • Let VIT know if your contact details change. • Try to give all relevant information at the start — adding details later can delay things. • The teacher may be notified about the complaint if it progresses, including the details provided. • You don't need legal advice, but you can ask someone to help you write or submit your complaint. • You won't always be given full updates, especially if the matter becomes part of a confidential investigation or hearing.

Step 8: Post-complaint – what if you are not happy with the outcome of your complaint?

Avenue	Description
Internal review opportunities	<p>There is no general right to an internal review of VIT decisions about complaints.</p> <p>Once a complaint has been assessed, investigated, or closed, VIT is not required to re-open or re-assess it, unless new and significant information becomes available.</p> <p>However, VIT may, in limited cases, review a decision if:</p> <ul style="list-style-type: none"> • New evidence is presented that was not available at the time • The decision was made based on incorrect information or process <p>There is no formal process or legislated timeframe for requesting internal review: Requests must be made in writing and explain why the decision should be reconsidered.</p> <p>Recommended timeframe to request reconsideration: Within 28 days of the decision (not legally required but preferred for fairness and record-keeping).</p>
External review/ remedies	<p>If you are dissatisfied with a decision made by the VIT (particularly a formal hearing outcome), your options for external review are limited and situation-dependent. Refer to the next step for more available bodies.</p>
Additional Info	<ul style="list-style-type: none"> • You will not always be told the full outcome of a complaint, especially if it involves confidential disciplinary or medical processes. • Complainants have no legal standing to challenge VIT's findings unless procedural error or legal wrongdoing is involved.

- Keep all correspondence and decisions if you are considering an external review or complaint as you may need to provide them later.

Step 9: Other bodies that handle complaints about education related complaints

Complaint body	Description
Australian Human Rights Commission	<p>The Australian Human Rights Commission (AHRC) can handle complaints about discrimination that occurs in employment, education, the provision of goods and services, accommodation, sport or the administration of Commonwealth laws and services. If you have experienced discrimination, bullying or harassment on the basis of you sex, disability, race, age or sexual preference the AHRC may be able to help.</p> <p>There are also State Government discrimination complaint bodies who may also be able to assist.</p>
Office of the Australian Information Commissioner	<p>The Office of the Australian Information Commissioner (OAIC) can handle complaints about the way personal information has been handled by Australian Government agencies and some private organisations. The OAIC can also review freedom of information decisions that are made by Australian Government agencies and ministers.</p> <p>There are also State Government privacy and information complaint bodies who may also be able to assist.</p>
National Anti-Corruption Commission	<p>The National Anti-Corruption Commission (NACC) handles complaints about serious or systemic corruption in the Australian Government public sector.</p> <p>There are also a State Government corruption complaint bodies who may also be able to assist.</p>
Victorian Equal Opportunity and Human Rights Commission (VEOHRC)	<p>VEOHRC can handle complaints about discrimination, sexual harassment, racial or religious vilification, and breaches of the Victorian Charter of Human Rights. This may be a better option if your complaint is about school staff or school policy that discriminated against you, rather than an individual teacher's registration or conduct.</p>
Victorian Ombudsman	<p>The Ombudsman investigates complaints about how Victorian Government departments (like the Department of Education) and public sector bodies have handled decisions, services, or complaints. It can't discipline teachers but can review how your concern was managed by a public school or authority.</p>
IBAC (Independent Broad-based Anti-corruption Commission)	<p>IBAC investigates serious corruption and police misconduct in the Victorian public sector, including education. It may be appropriate if your concern relates to systemic misconduct, fraud, or abuse of power in a school or education department, rather than an individual teacher's registration.</p>

Department of Education and Training (Victoria)	The Department manages government schools in Victoria and deals with complaints about school staff, safety, curriculum, bullying, and decision-making in public schools. It cannot discipline teachers, but may address broader management or student welfare issues.
Working With Children Check Victoria (Department of Justice and Community Safety)	If you're concerned that someone is unsuitable to work with children, whether they're a teacher or not, you can raise this with the WWCC Unit. If the person is not a registered teacher, this may be the better pathway.
Additional information you need to know	<ul style="list-style-type: none"> • If VIT refers you elsewhere, it means the issue is not about professional conduct, competence, or registration, but may still be serious. • More than one complaint body may apply, depending on the issue (e.g. one for the teacher, one for the school, one for the department). • Some bodies have legal time limits - you should check how long you have to lodge a complaint with each one. • It's okay to ask for help or support to figure out the best complaint body. You don't need to do it alone.

Need help to preparing or pursuing your complaint?

Below are organisations that may be able to help you to make your complaint, provide support or advocacy during the complaint process or give you more information.

Organisation	Contact Details	How they can help
Parentline	Website: https://services.dffh.vic.gov.au/parentline Telephone: 13 22 89	A telephone counselling and support service for Victorian parents and carers of children up until age 18.
Translating and Interpreter Service	Website: www.tisnational.gov.au Telephone: 131 450	Provide support to people if English is not their first language.
National Relay Service	Website: www.accesshub.gov.au	Provides a range of services to support people who are deaf or have a hearing or speech impairment to communicate.
Central Office	Email: https://www.vic.gov.au/school-complaints Telephone: 1800 338 663	Central office of the DOE V who can assist once you have spoken to the school and a regional office.

Self-help tools and additional resources

Resource	How this helps
Where to make a complaint	A list of complaint services depending on your complaint type from the NSW Ombudsman.
Call It Out	Online register for racism/discrimination experienced or witnessed towards First Nations Australians. Not an official complaints body.
How to make a complaint	Guidance on how to make a complaint
Law Society: Know Your Rights	Guidance for individuals who are uncertain about where to start when seeking legal advice.
Victorian Legal Aid	Guidance for individuals who are uncertain about where to start when seeking legal advice.