



GENERAL FEEDBACK FORM

We welcome and value all feedback for VFA Learning from anyone, including students, our staff, employers and others. If you have a **complaint, compliment or suggestion for improvement**, please complete this form. You may print and complete this form by yourself and submit to any VFA Learning's Reception Desks, email to privacy@vfalearning.vic.edu.au or alternatively, talk with a VFA Learning staff member on (03) 5223 6800 who can complete this form on your behalf.

1. **Your Name (OPTIONAL):** _____

2. **Your Contact Phone Number (OPTIONAL):** _____

3. **I am (MANDATORY TO TICK THE RELEVANT BOX):**

- a current student
- a current staff member
- an employer
- other

I would like to say the following:

Please include as much detail as possible. Feel free to add further pages.

4. **Would you like VFA Learning to contact you about your feedback?** *(this contact will only be during business hours)*

- yes
- no

Complaints Policy

VFA Learning takes all complaints seriously. We have strict procedures in place to guarantee that all complaints are dealt with in a thorough, confidential and transparent manner. Our *Complaints & Grievance Policy & Procedure* provides details of these procedures and is available on our website: www.vfalearning.vic.edu.au