



Students of VFA Learning and other interested stakeholders are encouraged to provide feedback on our services and products, whether positive, negative or indifferent. We take your feedback very seriously and use it to identify any continuous improvement opportunities that we may make.

Unless otherwise indicated, all fields are mandatory

Please complete this form using only BLOCK LETTERS

Attach clearly identified additional sheets if required

1. Your Details (person providing feedback or making complaint)

Family Name (Surname)			
Given (First) Name/s			
Date of Birth (optional)			
Street Address			
Suburb		Postcode	
Best Contact Number			
Email Address (optional)			
Type of Submission (tick one)	<input type="checkbox"/> I am providing feedback only <input type="checkbox"/> I would like to make a complaint		

2. What is your relationship to the person or organisation against which the complaint/feedback is being made (e.g. Student, Host Employer, Employee, etc?)

3. Summarise in one or two sentences what action, decision or conduct you wish to leave feedback or make a complaint about?

4. Please provide further details including dates, witnesses, 3rd parties involved, etc (if applicable).



5. Have you discussed this matter with the person/s you are complaining about? YES NO

6. Please explain what, if anything, this person/s did to try and resolve your complaint.

7. How do you want your problem to be resolved (i.e. what outcome are you expecting)?

PRIVACY

VFA Learning is bound by laws that protect your privacy concerning the collection, use and disclosure of your personal information. Where you do not provide the information required by this form, we may be unable to process your complaint. We may need to disclose your personal information to State and Commonwealth agencies and the person you have complained about. You can request access to your personal information by contacting us.

COMPLAINANT DECLARATION (Not required for Feedback only)

I declare that the above information is true and correct to the best of my knowledge. I agree that the information I have given in this form and any attached documents may be used or disclosed by VFA Learning to the other party I am making this complaint about and all other parties involved in this complaint.

Signature of Complainant

Date

Please forward a copy of this form to VFA Learning to the attention of the Manager, Contracts and Compliance by email at privacy@vfalearning.vic.edu.au or by mailing to VFA Learning, 78 Yarra Street, Geelong, VIC 3220

Any complaint will be acknowledged in writing within 48 hours of receipt and VFA Learning’s investigation process will commence no later than 10 days after submission. You may be required to provide further clarifying information to assist in our investigations.