

Complaints and Appeals Form



RTO 22360 CRICOS 03612C

Stakeholders are encouraged, wherever possible, to resolve concerns or difficulties *informally* with the person(s) concerned. However, If the complaint, or appeal is not able to be resolved through informal discussion with the parties involved, then a **Formal Complaint / Appeal** should be made. The person making the formal complaint or appeal should then complete the relevant sections of this form.

Section 1 – Your Details - please print	
Your Full Name	
Contact Telephone	Date
Email address	
Do we have permission to contact you to discuss your Complaint/Appeal <input type="checkbox"/> Yes <input type="checkbox"/> No	
Please indicate which of the following applies to you	<input type="checkbox"/> Current student <input type="checkbox"/> Past student <input type="checkbox"/> International student <input type="checkbox"/> Education Agent <input type="checkbox"/> Other _____
Qualification / Course if applicable	
Complaint or Appeal	<input type="checkbox"/> Complaint – Complete Section 1 and Section 3 <input type="checkbox"/> Appeal – Complete Section 2 and Section 3

Section 1 - Complaint

Complaint type
I would like to register a Complaint regarding the following matter (tick applicable): <input type="checkbox"/> Student behaviour <input type="checkbox"/> Learning facilities <input type="checkbox"/> Learning and assessment resources <input type="checkbox"/> Assessment conditions <input type="checkbox"/> Fees and charges <input type="checkbox"/> Other
Complaint Details
Please provide specific details of what your complaint is about, including names, dates and times where possible. Attach additional evidence as appropriate.

Complaints and Appeals Form



RTO 22360 CRICOS 03612C

Actions

What actions have you taken to try to resolve your complaint? List any VFA Learning staff member that you have approached to assist you

What outcome or resolution are you seeking

Complaints and Appeals Form



RTO 22360 CRICOS 03612C

Section 2 – Appeal

Appeal type

I would like to make an appeal relating to the following:

- Assessment result
- Cancellation of Course Enrolment
- Other

Assessment Appeal Details

Please provide as much information as possible. If you are appealing an assessment decision, include the name of the unit and/or task. Explain why you feel the result you have been given is not correct.

Cancellation of Course Enrolment Appeal

Please provide your rationale as to why your enrolment is not cancelled, please include information on what you will do differently in engaging with your studies should your appeal be successful.

What outcome or resolution are you seeking

Section 3 - Declaration

Complaints and Appeals Form



RTO 22360 CRICOS 03612C

Please read this carefully. In signing this declaration, I confirm that

- I have accessed and followed VFA Learning's Complaints and Appeals Policy and Procedure
- The information I have provided is true and correct
- VFA Learning takes allegations of misconduct very seriously and I understand that making a statement that is not true or of a defamatory nature could lead to disciplinary action against me by VFA Learning which could include my enrolment being cancelled.
- I agree to provide further information and to fully cooperate during the investigation and will abide by any final decision VFA Learning or any external complaints resolution organisation make.

Your signature		Date	
Print your name			

Please scan and email all documents to privacy@vfalearning.vic.edu.au

or
mail to:

The Complaints Registrar
VFA Learning
78 Yarra St
Geelong
VIC 3220

Please keep a copy of all documentation that is sent through Australia Post as VFA Learning cannot be held responsible for items that go missing in the post.

OFFICE USE ONLY (Complaints Registrar)		
<input type="checkbox"/> Acknowledgement of receipt of complaint/appeal sent to complainant/appellant	Date	
<input type="checkbox"/> Investigation commenced with stakeholders involved	Date	
<input type="checkbox"/> Details of Complaint/Appeal added to VFA Learning Complaints and Appeals Register	Date	
<input type="checkbox"/> Copy of all documentation scanned and included in student's file	Date	
<input type="checkbox"/> Satisfactory outcome reached and complainant/appellant notified	Date	