



# 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

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## Section 2 – Appeal

| Appeal type   |
|---|
| <p>I would like to make an appeal relating to the following:</p> <p><input type="checkbox"/> Assessment result</p> <p><input type="checkbox"/> Cancellation of Course Enrolment</p> <p><input type="checkbox"/> Other</p> |
| Assessment Appeal Details   |
| <p>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.</p>         |
| Cancellation of Course Enrolment Appeal   |
| <p>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.</p>                |
| What outcome or resolution are you seeking  |
|   |

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## Section 3 - Declaration

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.

|                        |  |             |  |
|------------------------|--|-------------|--|
| <b>Your signature</b>  |  | <b>Date</b> |  |
| <b>Print your name</b> |  |             |  |

Please scan and email all documents to [privacy@vfalearning.vic.edu.au](mailto: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      | <b>Date</b> |  |
| <input type="checkbox"/> Investigation commenced with stakeholders involved                                | <b>Date</b> |  |
| <input type="checkbox"/> Details of Complaint/Appeal added to VFA Learning Complaints and Appeals Register | <b>Date</b> |  |
| <input type="checkbox"/> Copy of all documentation scanned and included in student's file                  | <b>Date</b> |  |
| <input type="checkbox"/> Satisfactory outcome reached and complainant/appellant notified                   | <b>Date</b> |  |