Section 1 - Your Details - please print



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.

Your Full Name					
	1				
Contact Telephone		Date			
Email address					
Do we have permission to contact you to discuss your Complaint/Appeal ☐ Yes ☐ No					
Please indicate which of the following applies to you	☐ Current student☐ Past student☐ Education Agent☐ Other				
Qualification / Course if applicable					
Complaint or Appeal	 □ Complaint – Complete Section 1 and Section 3 □ Appeal – Complete Section 2 and Section 3 				
Section 1 - Complaint					
Complaint type	sanding the following matter (tick and	icable).			
Student behaviour	egarding the following matter (tick appl Assessment condit	-			
☐ Learning facilities ☐ Fees and charges					
☐ Learning and assessment resource	_				
Complaint Details					
	t your complaint is about, including na	mes, dates and	times where possible. Attach		



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



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 in 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

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)					
☐ Acknowledgement of receipt of complaint/appeal sent to complainant/appellant	Date				
☐ Investigation commenced with stakeholders involved	Date				
☐ Details of Complaint/Appeal added to VFA Learning Complaints and Appeals Register	Date				
☐ Copy of all documentation scanned and included in student's file	Date				
☐ Satisfactory outcome reached and complainant/appellant notified	Date				