

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 - Complaint

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# Complaints and Appeals Form

## 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

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# Complaints and Appeals Form

## 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>	