

COMPLAINT FORM



This form is to be used if you would like to make a complaint about VACCHO, the training you are receiving, or a member of the VACCHO Education Services. If you would like to appeal the result you received for an Assessment Task or any other decision made by VACCHO about your studies, you should use the Appeals Form. After we have received your complaint, you will receive an acknowledgement within two working days. You will be kept informed about the progress of your complaint, as we endeavour to resolve it within 14 working days. We will certainly advise you if we believe that VACCHO will require additional time.

VACCHO is committed to investigating your complaint in a fair, efficient and effective way. You will not be penalised for making a complaint. If you require assistance making your complaint, you can contact our Student Engagement Officer on 03 9411 9411. You can attach separate sheets to this Form if you need more room or attach any other information you wish to be considered as part of your complaint.

Your Details

First Name	Click or tap here to enter text.	Surname	Click or tap here to enter text.
Mobile Phone	Click or tap here to enter text.	Home Phone	Click or tap here to enter text.
Email Address	Click or tap here to enter text.		
Your Course	Click or tap here to enter text.		

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Your Complaint

What are the details of your Complaint?

Provide a summary of your complaint, include details such as the location, date, and time, names of any people involved and/or what sort of activity was occurring. Please attach any information or documentation you wish to have considered to support your complaint.

Click or tap here to enter text.

What have you done so far to resolve your Complaint?

Provide any information on the steps you have taken to resolve the issue and why you were not happy with the responses you received.

Click or tap here to enter text.

What do you think needs to be done to address your Complaint?

Tell us what you think needs to be done to address the concerns you have outlined in this Complaint.

Click or tap here to enter text.

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Declaration

By signing this form, I certify that

- I believe the information I have provided on this form and in the attachments to the form is true, accurately represents the facts and includes all information relevant to my complaint.
- I understand that the failure to provide accurate, and relevant information may affect the outcome of my complaint.
- I understand that the investigation of my complaint may require me to provide further information, answer questions and make myself available to attend a meeting/s.
- I understand that the investigation of my complaint may be terminated if I do not cooperate with the review of my complaint, including by providing relevant information.

Signature	Click or tap here to enter text.	Date	Click or tap here to enter text.
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Where to Lodge your Completed Complaint Form

Email	Post	Deliver	Hand Over
You can email your completed complaint form to us at: training@vaccho.org.au	You can post your completed complaint form to VACCHO at 17-23 Sackville Street, Collingwood, 3066	You can hand deliver your completed complaint form to VACCHO Reception at 17-23 Sackville Street, Collingwood	You can hand your completed complaint form to any VACCHO staff member.

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