Diamond Valley Learning Centre TOID 3769
1 Diamond Creek Road, Greensborough, VIC 3088
P O Box 217, Greensborough VIC 3088
Telephone: (03) 9435 9060 Email: courses@dvlc.org.au

# COMPLAINTS AND APPEALS FORM

1. By filling out this form, you will be making a formal complaint.
2. DVLC will treat your complaint as confidential and will adhere to privacy requirements in state and federal legislation. Ask to see our Privacy Policy and Complaints and Appeals Policy if you need further information.
3. You should approach a DVLC staff member in the first instance to discuss your complaint. If this does not resolve your problem, please complete this form and add any supporting documentation.
4. **You will be contacted within 7 days to confirm details and discuss a resolution.**
5. This form and any supporting evidence will be kept securely on file.

Name: _____

Telephone (Home): _____ Telephone (Work): _____

Email: _____

Date: _____

Staff member approached _____

This is a complaint ☐ This is an appeal (including assessment appeal) ☐

Please provide details of your complaint or appeal – include dates and times or supporting documents where possible, and add extra pages if necessary:

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Student Signature: _____

| OFFICE USE ONLY | | |
|---|---|---|
| MANAGER / Coordinator Name | | |
| Signature | Date received: | Date contacted: |