

2 Treasury Place

Melbourne, VIC 3001

Telephone: (03) 9651 9999

Facsimile: (03) 9637 2470

www.education.vic.gov.au

 Higher Education and Skills

**Victorian Training Guarantee**

**Contract Compliance Complaint Form**

If a party wishes to make a complaint to the Department, they are requested to:

* return the completed form to the following email address: vtg.feedback@edumail.vic.gov.au; or
* alternatively the party can post the completed complaint form to:

Deputy Secretary, Higher Education and Skills Group

c/- Executive Director, Training Market Operations

GPO Box 4367

Melbourne, Victoria 3001

**1. Your Details (Complainant):**

|  |  |
| --- | --- |
| Title |       |
| Family Name (Surname) |       |
| Given Name |       |
| Year of Birth (optional) |       |
| Street Address |       |
| Suburb |       |
| Postcode |       |
| Daytime Telephone |       |
| Mobile Telephone |       |
| Email Address (optional) |       |

**2. Details of the organisation or person against which the complaint is being made:**

|  |  |
| --- | --- |
| Name of Company or Organisation |       |
| Contact Person |       |
| Street Address |       |
| Suburb |       |
| Postcode |       |
| Daytime Telephone |       |
| Mobile Telephone |       |
| Email Address (optional) |       |

**3. What is your relationship to the person or organisation against which the complaint is being made?**

**4. Summarise in one or two sentences what action, decision or conduct you are complaining about?**

**5. Please provide further details including, where possible, dates, witnesses, 3rd parties involved, etc.**

**6. Have you discussed this with the person/other party you are complaining about?**

 Yes [ ]  No [ ]

**7. What, if anything, did the person/other party do to resolve the complaint?**

**8. How do you want your problem to be resolved?**

**Declaration**

I declare that the above information is true and correct to the best of my knowledge. I agree that the information I have given in this form and any attached documents may be used or disclosed by the Department of Education and Early Childhood Development to the other party I am making this complaint about and all other parties involved in this complaint.

**Privacy**

The Department of Education and Early Childhood Development is bound by laws that protect your privacy concerning the collection, use and disclosure of your personal information. Where you do not provide the information required by this form, we may be unable to process your complaint. We may need to disclose your personal information to other State and Commonwealth agencies and the person you have complained about. You can request access to your personal information by contacting us. (Refer to our privacy statement – [www.education.vic.gov.au](http://www.education.vic.gov.au))

Signature/Name of Complainant:

Date