



Victorian School of Languages
RTO No 21269

Learner Complaints and Appeals Form

Before lodging an official complaint, learners are encouraged to firstly read the Victorian School of Languages Complaints & Appeals policy (copy available on our website www.vsl.vic.edu.au) and secondly try to resolve the complaint through informal processes.

Completed Learner Complaints and Appeals forms can be sent to the RTO Manager, Victorian School of Languages, PO Box 1172 Thornbury VIC 3071. Alternatively you can email it to vsl@vsl.vic.edu.au to the attention of the RTO Manager with RTO Complaint in the subject line.

Please tick appropriate box below		
Complaint <input type="checkbox"/>	Appeal <input type="checkbox"/>	
Learner USI Number:	Course Code:	
	Course Name:	
Mr/Mrs/Ms:	Surname:	Given Name(s):
Home Address (please do not use a PO Box):		
Home Phone Number:	Mobile Number:	Email Address:
Describe the nature of the Complaint or Appeal: (Include dates, time, other parties involved, etc. Also attach any relevant documents)		

What have you done to try and resolve the complaint?

What action would you like to see a result of the complaint?

Learner Signature: _____

Date: ___/___/___

RTO Manager Signature: _____

Date: ___/___/___

Office Use Only

Date Received:

___/___/___

Date Resolved:

___/___/___

Investigator: