

COMPLAINTS FORM

Before completing this form, please read and understand VTI's Complaints and Appeals Policy and Procedure.

STUDENT DETAILS

NAME:
DATE OF BIRTH:
STUDENT ID NUMBER:

COMPLAINT DETAILS

DATE OF LODGING APPEAL:

In order for VTI to efficiently resolve the issue concerning you, please provide the details of your appeal in the space provided below:

DATE OF OCCURRENCE:	TIME OF OCCURRENCE:
PLACE OF OCCURRENCE:	
NATURE OF COMPLAINT (Any additional supporting documents should be attached to this form):	

STUDENT SIGNATURE:	DATE:
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OFFICE USE ONLY

OUTCOME OF THE COMPLAINT:

Please Tick the following boxes when the process has been actioned

- The student has been notified of the outcome of their complaint in writing
- The resolution phase commenced within 10 working days of the complaint being lodged.
- A maximum of 20 working days from commencement will be allowed for the resolution phase of a complaint, unless all parties agree in writing to extend this time.

VTI's CEO NAME:

DATE:

VTI's CEO SIGNATURE: