



# Complaint Management Form

If you would like to discuss our training or service delivery, you are encouraged to contact a GOTAFE staff member or trainer who will attempt to resolve any concerns immediately. You may also raise a complaint or suggestion through our website: <https://www.gotafe.vic.edu.au/about-us/contact/feedback>.

A copy of our *Feedback, Complaints and Appeals Management Framework* is also available through our website at the link above or may be obtained by request.

All completed forms should be submitted by email to [feedback@gotafe.vic.edu.au](mailto:feedback@gotafe.vic.edu.au) or addressed to the Feedback Coordinator and submitted in person at any of our campuses or by post to:

Feedback Coordinator  
c/o GOTAFE  
152-200 Fryers Street  
Shepparton VIC 3630

SECTION A: COMPLAINANT DETAILS		
Please select here if you would like to raise your complaint anonymously ( <i>please tick</i> ) <input type="checkbox"/>		
First Name		
Last Name		
How would you identify your relationship with GOTAFE?	<input type="checkbox"/> Current Student <input type="checkbox"/> Past Student <input type="checkbox"/> Parent or Carer of a Student <input type="checkbox"/> Employer	<input type="checkbox"/> GOTAFE Staff Member <input type="checkbox"/> Contractor <input type="checkbox"/> Other
Relevant contact details to contact you to resolve your complaint.		
SECTION B: COMPLAINT DETAILS		
What is the general topic your complaint relates to? (please select)	<input type="checkbox"/> Assets or Facilities <input type="checkbox"/> Bullying or Harassment <input type="checkbox"/> Discrimination or Accessibility <input type="checkbox"/> Customer Service/ Enquiries <input type="checkbox"/> Enrolment <input type="checkbox"/> Fraud or Corruption <input type="checkbox"/> GOTAFE Student(s) <input type="checkbox"/> GOTAFE Employee(s) <input type="checkbox"/> IT or Computer systems	<input type="checkbox"/> Learning Support Services <input type="checkbox"/> Library Services <input type="checkbox"/> GOTAFE website <input type="checkbox"/> Marketing and Communications <input type="checkbox"/> Privacy or FOI <input type="checkbox"/> Procurement or Contracts <input type="checkbox"/> Student Support Services <input type="checkbox"/> Training Delivery <input type="checkbox"/> Other
Does your complaint relate to a specific course or subject? If yes, please indicate.		
Does your complaint relate to a specific campus? If yes, please indicate.	<input type="checkbox"/> Benalla <input type="checkbox"/> Cobram <input type="checkbox"/> Echuca <input type="checkbox"/> Shepparton – Archer Street <input type="checkbox"/> Shepparton – Fryers Street <input type="checkbox"/> Shepparton – Nixon Street <input type="checkbox"/> Shepparton – William Orr	<input type="checkbox"/> Online <input type="checkbox"/> Seymour <input type="checkbox"/> Wallan <input type="checkbox"/> Wangaratta – Barr Reserve <input type="checkbox"/> Wangaratta – Docker Street <input type="checkbox"/> Wangaratta – Tone Road <input type="checkbox"/> Wodonga

Have you already discussed your issue with a GOTAFE staff member?	<input type="checkbox"/> Yes, with who? ..... <input type="checkbox"/> No
---	--

**SECTION C: DETAILS OF YOUR COMPLAINT**

*Please provide us with as many details as possible to assist us in resolving your complaint.*

**SECTION D: OUTCOME**

What is the outcome you are seeking?	<input type="checkbox"/> An explanation <input type="checkbox"/> An apology <input type="checkbox"/> Mediation <input type="checkbox"/> Change in decision <input type="checkbox"/> Change in policy/practice <input type="checkbox"/> Correction of records	<input type="checkbox"/> Financial reimbursement <input type="checkbox"/> Waiving of debt <input type="checkbox"/> Disciplinary action <input type="checkbox"/> Remission of penalty <input type="checkbox"/> Other
--------------------------------------	---	---

**SECTION E: ATTACHMENTS**

Please attach any supporting documents.

**DECLARATION**

1. I confirm that the information provided in this form is true and correct
2. I confirm that I have read and agree to the GOTAFE Privacy Notice

**AUTHORISATION**

Complainant Signature		Date:	
-----------------------	--	-------	--

**PRIVACY COLLECTION NOTICE**

Goulburn Ovens Institute of Technical And Further Education (GOTAFE) (ABN 33 549 081 413) is collecting your personal information provided on this form for the purpose of investigating a complaint. You may make a complaint anonymously, however, if you don't provide your personal information we may not be able to process your request. We use, disclose and handle your personal information in accordance with our Privacy Policy [<https://www.gotafe.vic.edu.au/about-us/legal-privacy>], and will only collect personal information that is relevant to, and necessary for, your request. We will not disclose your personal information to a third party for any reason other than for the primary purpose that it was collected, unless for a lawful secondary purpose. A list of lawful secondary purposes is contained in our Privacy Policy [<https://www.gotafe.vic.edu.au/about-us/legal-privacy>]. Upon request, we will grant you access to your personal information, and if appropriate the requested information will be provided to you within 45 days of us receiving the request. Our Privacy Policy [<https://www.gotafe.vic.edu.au/about-us/legal-privacy>] also contains the contact details of our Privacy Officer and how you can seek access to and correct your personal information or raise a privacy concern with us.

A hard copy of the Privacy Policy is available by request.