

APPEAL FORM

All information provided will remain confidential.

Steps to take if you wish to appeal a decision:

1. Speak to the relevant Manager and discuss the reason for your appeal in an attempt to reach a decision before a formal appeal is submitted.
2. If you are still not satisfied with the outcome of the discussion you may request a review or re-assessment by submitting this formal Appeal Form to the relevant Manager.
3. The Manager will contact you within five working days of receiving the appeal to acknowledge and confirm mutual understanding of the appeal details and further steps in the process. If applicable, the Manager will arrange for a re-assessment.
4. In the event that you are still dissatisfied with the appeal outcome, you may register an appeal with the Victorian Registration and Qualifications Authority (VRQA) or the National Training Complaints Hotline.

Name: _____

Address: _____ **Work:** _____

Home: _____

Telephone: _____ **Home:** _____ **Work:** _____

Mobile: _____

Have you spoken to a staff member at Djerriwarrh Community & Education Services about your complaint? _____

If yes, what is their name? _____

Is your appeal associated with a decision arising from a(n):

- Complaint Assessment Decision Other (Tick box)

If the appeal is associated with an Assessment Decision, please complete the following:

Course Name: _____

Trainer Name(s): _____

Unit of Competency: _____

Unit Code: _____

Reason for Appeal

(Give details of appeal. You may attach a document detailing your appeal if you wish.)

Participant Name: _____

Signature: _____ **Date:** _____

Office use Only

Manager/Coordinator Name: _____

Signature: _____ Date received: / /