

Feedback & Complaints Form

What is your name?		
Do you want us to contact you about this?	☐ Yes ☐ No	
If yes, how do you want us to contact you – phone, email, other?		
Phone number:		
Email address:		
Other contact method:		
What do you want to tell us?		
What outcome would you like as a result of your feedback?		

How to make a complaint or provide feedback

Complaints and feedback may be submitted verbally (in person or phone) or in writing (email, letter, this form or via Djerriwarrh's website).

Djerriwarrh's Complaint Form is available on Djerriwarrh's website or by request at any of Djerriwarrh's Reception sites in Melton, Sunshine or Ballarat.

Contact details

Mail: Djerriwarrh Community & Education Services
241 Station Road, Melton, Vic, 3337

Telephone: 03 8746 1000

Email: compliance@djerriwarrh.org

In person: Reception, Melton Central, 239 Station Road, Melton
Reception, 266 Hampshire Rd, Sunshine
Reception, 155 Harvester Road, Sunshine
Reception, Level 1, 25-39 Barkly Street, Ballarat

Internet: djerriwarrh.org.au/About us/Feedback, Complaints & Compliments

External complaint avenues

For unresolved complaints and appeals relating to the delivery of training and assessment through Djerriwarrh's RTO, a person may contact the [National Training Complaints Hotline](#) or the [Victorian Registration and Qualifications Authority \(VRQA\)](#).

National Training Complaints Hotline The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. Online: National Training Complaints Hotline Email: NTCH@dewr.gov.au Phone: 13 38 73 The National Training Complaints Hotline uses the services of the Translating and Interpreting Service and National Relay Service.	Victorian Registration and Qualifications Authority (VRQA) The VRQA investigates complaints about breaches of standards and guidelines by Victorian Registered Training Organisations. Online: VRQA Make a Complaint Phone: 03 9637 2806 Mail: Manager, Complaints Unit VRQA, GPO Box 2317 Melbourne VIC 3001
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