

Complaints and Appeals Form

About this form

This form should be used to make a formal complaint or appeal about any aspect of the services provided to you by us or about our staff, another learner or a third party providing services on our behalf. You may also use this form to dispute an assessment decision (assessment appeal)

Please include as much information as possible about your complaint or appeal as this will help us to resolve your complaint or appeal more efficiently.

Your details

Name	
Address	
Email address	
Phone	

Complaint or appeal details

Please describe your complaint or appeal, including as much information as possible including relevant dates and persons involved. Attach any supporting evidence and reference them in your description.

What would you like the outcome of this complaint or appeal to be?

Include any other comments.

Declaration

I declare that the information provided by me to the best of my knowledge is accurate and truthful and can be used to investigate the complaint or appeal.

Signature	
Date	

Please submit this form to our office via email or post.

Valley International College is a trading name of Valley International Pty Ltd

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National Office: 433 Boundary Street, Spring Hill QLD 4000

Campus Locations

QLD (Brisbane): 433 Boundary Street, Spring Hill QLD 4000 | **QLD Regional (Gold Coast):** 13 Nerang Street, Southport 4215

SA (Adelaide): Level 2 / 117 King William St, Adelaide SA 5000