STAKEHOLDER COMPLAINT FROM



The Apprenticeship Factory welcomes feedback from customers as it provides an opportunity to review and improve procedures.

- Stakeholder complaints may be received by any staff member at any time and must be in line with our Complaints Policy.
- > The complaint will be investigated following the Complaints Policy procedure.
- If the customer is not satisfied with the outcome they can alternatively contact the VRQA who is the regulatory authority for Group Training organisations, and they can be contacted on 1300 722 603 or via email at <u>vrqa.apprenticeships@edumail.vic.gov.au</u>

	Stakeholder Complaint
ADDRESS:	
PHONE NUMBER:	
CONTACT NAME:	
DETAILS OF COMPLAINT	
ACTION REQUIRED (If any	()
SIGNED:(Stakeho	Ider)
RECEIVED BY:(Manage	DATE :