

Student Complaints

What do you do if you are having a problem at FLN?

- Are you unhappy about something in class?
- Is there something about FLN that needs to improve?
- Do you have a problem with a student or staff member?



1. You can talk to:

- your teacher or,
- the Training Manager, Nicole Adornetto, or
- the Support Worker, Edith Benkoe
- the Administration officer, Thuy Ngo

They may be able to help you solve the problem immediately. You can use an interpreter if you need to. After you make your complaint, staff will follow you up within 2 weeks, so you know your problem is being looked at.

2. If you are still unhappy, you can talk to the Centre Manager, Jane Tonkin.

If you complain to the manager, you will get a response in writing. The manager will work with you to solve the problem.

3. If you are still not satisfied, you can make a complaint to the Victorian Registration and Qualifications Authority (VRQA).

They can help you if you think FLN has done something wrong. You can contact the VRQA here:
<https://www.vrqa.vic.gov.au/complaints/Pages/complaints.aspx>.

FOR AMEP STUDENTS ONLY



1. If you are still not satisfied, tell the Manager that you want to talk to the Melbourne AMEP Manager. Phone the Melbourne AMEP Helpdesk on 1300 062 314 or email melbourneamep@melbournepolytechnic.edu.au.

2. After this, if you are not happy with the way the complaint has been handled you may contact the Department of Education:

- by telephone on 13 38 73
- by email at AMEPinfo@education.gov.au

3. If you are still unhappy, you may contact the Commonwealth Ombudsman by:

- telephone on 1300 362 072
- email at ombudsman@ombudsman.gov.au
- completing an online form at www.ombudsman.gov.au

The Adult Migration English Program (AMEP) is funded by the Australian Government Department of Education and Training. In Inner Melbourne region the AMEP is delivered by Melbourne Polytechnic and Fitzroy Learning Network for AMEP eligible individuals. www.education.gov.au/amep

Complaints process for students

