



Client Complaint Form

South Regional TAFE is committed to providing our clients with high quality products and services. Your feedback is important to us. It can help us identify opportunities for improvement for the benefit of all our students and clients.

If you have a concern or complaint about our products or services you can discuss this with a staff member who may be able to resolve your complaint quickly. If you don't want to do this you may complete this form and the matter will be dealt with through the college's Client Complaints Policy and Procedure. We will acknowledge your feedback within 5 working days of receiving it (if you have provided us with your contact details) and you will receive an initial response from the relevant manager within 10 working days.

More information about the procedure for lodging a complaint is available from the college and if you need help filling out this form, please call our Planning and Quality Officer on 9780 7331.

Your details: (please print)

Date: _____

Are you a: Student Visitor Staff member Other _____

Name: (Mr/Mrs/Ms/Miss) _____

Course enrolled in: _____

Contact address: _____

Phone: _____ Email: _____

What is your complaint in relation to?

My Course Customer Service Enrolment/Admin Other

Please provide details of your complaint, such as where/when it occurred and who was involved (attach extra sheets if required):

What steps have you taken to resolve the complaint?

How would you suggest the complaint be resolved?

Office Use Only

Form received by: _____ Date: _____

Form must be forwarded to the Planning and Quality Officer as soon as possible for registering on CoMBIT.

Date received and registered by Planning and Quality Officer: _____

CoMBIT number: _____

Forwarded to (Manager): _____ Date: _____

The college undertakes to inform the client of the outcome of the complaint within thirty (30) college working days.

Please document actions taken to investigate the complaint and your recommendation for its resolution. Refer to the Client Complaints Policy and Procedure. (Please attach copies of any relevant notes, minutes of meetings or correspondence).

Summary of the outcomes of and response to complaint:

Date response sent to client (note: initial manager response should be within 10 business days): _____

Any further comments or actions: