


Customer Service Charter



We aim to
provide an
efficient, courteous
and helpful service
at all times.

Our service commitment to you

Our customer service charter outlines our commitment to you, our clients, on the service you can expect from South Regional TAFE. As the most significant provider in the South West and Great Southern regions of Western Australia, our aim is to provide you with professional and friendly service; to enhance your learning experience and to provide you with the best possible opportunity of realising your career goals.

This charter details the level of service you can expect to receive from us, and what to do if you feel those expectations are not met.

Quality and continuous improvement

You can be assured that we will continually strive for excellence in the delivery of our training.

- We will maintain strong links with industry and our community to benefit our students and employers
- We will act upon feedback provided and have embedded continuous improvement into every aspect of our college

Supporting your learning journey

South Regional TAFE students come from a diversity of backgrounds and individual needs. We will take the time to understand your requirements, and provide a range of services aimed at supporting you through your learning journey.

Our assurances to you

Information about our services and processes is easily accessible to our students and clients. We provide nationally recognised training that:

- Is flexible and responsive to the needs and expectations of our diverse students, industry and the community
- Meets the national Standards for Registered Training Organisations
- Produces graduates who are appropriately trained and have the skills required by local employers
- Engages with industry and employers to ensure that our courses remain current, relevant and match industry expectations and requirements
- Maintains a supportive learning environment, which encourages the success of our students, clients and employees



“My trainers were incredibly helpful, patient and encouraging. I found myself learning and using skills I never thought myself capable of. The trainer support and reassurance throughout the course was so positive.

As students we are fortunate to have such competent and supportive educators to help us achieve our potential.

I found the course challenging and rewarding and have really enjoyed the whole experience.”

Feedback received from our Learner Engagement questionnaire

Complaints, compliments and suggestions

We value your feedback as an opportunity to improve our service to you.

You may have:

- A compliment about a positive experience you have had at South Regional TAFE
- A comment or suggestion on how we can improve our services to you
- A complaint if you are not satisfied with any part of the services you have received or feel you have not been treated fairly or reasonably

You can give us feedback by:

- Completing a Client Complaint Form or a Client Feedback Form on our website or available at any campus
- Writing to us or emailing us

Complaints handling

- We will always aim to solve your complaint the first time you contact us. If an immediate resolution is not possible, we will give you details about the next step and how long it will take.
- We will acknowledge receipt of complaints received within five (5) working days and provide a response within ten (10) working days

Communication

Communication is a vital part of our customer service. Contact us to provide feedback using our contact details below.

Contact us

Website	southregionaltafe.wa.edu.au
Email	feedback_combit@srtafe.wa.edu.au
In person	Visit your local campus
In writing	Planning and Business Services Officer PO Box 1224, Bunbury WA 6231
Social media	Facebook or Instagram



Phone	Call your local campus:	
	Albany Campus	6371 3888
	Bunbury Campus	6371 3000
	Busselton Campus	6371 3600
	Collie Campus	6371 3900
	Denmark Campus	6371 3210
	Esperance Campus	6371 3500
	Harvey Campus	6371 3050
	Katanning Campus	6371 3444
	Manjimup Campus	6371 3700
	Margaret River Campus	6371 3800
	Mount Barker Campus	6371 3830
	Narrogin Campus	6371 3950