



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 of 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, found on our website at: www.southregionaltafe.wa.edu.au/complaints-feedback. 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 Business Services Officer on 6371 3331.

Your details: (please use CAPITAL letters)

Date: _____

Are you a: Domestic student? International student? Staff member? Other: _____

Is this issue about disability? Yes No Are you under 18 years of age? Yes No

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

Contact address: _____ Postcode _____

Phone: _____ Email: _____

Course enrolled in: _____ Student ID (if known) _____

What is your complaint in relation to?

My Course Customer Service Enrolment/Admin Other

Please provide a brief summary:

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

What steps have you taken to resolve the complaint (if applicable)?

How would you suggest the complaint be resolved?

Office Use Only

This form must be registered onto CoMBIT by the officer receiving it, or forwarded in a timely manner to Planning and Business Services at Feedback_combit@srtafe.wa.edu.au for processing.

Form received by: _____

Area/Campus: _____ Date: _____

Date received and registered by Planning and Business Services Officer: _____

CoMBIT number: _____ HPE Content Manager number: _____

Forwarded to (Manager name): _____

Training Area/Campus/Unit: _____ Date: _____

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

Please document below any actions taken to investigate the complaint to this point, and your recommendation for its resolution if resolved before registering on CoMBIT. 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:

Relevant documents: Policy: Client Complaints Policy and Procedure Form: Client Feedback