



Client Feedback/Complaint Form (CF005F1)

The College is committed to providing our clients with high quality products and services and your feedback is important to us. Feedback can help us identify opportunities for improvement for the benefit of all our 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 issue. Alternatively, you may complete this form and the matter will be dealt with the College's Client Feedback Policy or if a complaint, the College's Complaint Policy and Procedure.

Feedback: The College undertakes to inform the client of the outcome of their feedback within ten (10) College working days of the College receiving the form.

Complaint: The College's Client Complaints Policy is publicly available and can be found on our website by searching for [feedback](#). The College undertakes to inform the complainant of the outcome of their complaint within thirty (30) College working days. More information about the Complaint Procedure is available from the College and, if requested, a staff member can help to complete this form.

CLIENT DETAILS

You can submit your feedback anonymously. However, if you want us to reply to your comments or if you are making a Complaint, please provide your contact details below.

Name:

Date:

Phone number:

Email address:

Postal address:

Course enrolled in:

(if applicable)

FEEDBACK DETAILS

Please indicate if you are:

Student

Staff

Visitor

What type of feedback are you wishing to make?

Suggestion

Compliment

Complaint

What is your feedback in relation to?

My Course

Customer Service

Enrolment/Admin

Facilities/Equipment

Other

Feedback Details:

(if a Complaint, please provide additional details such as where and when the issue occurred, who was involved and what steps have been taken to resolve the Complaint thus far):

What changes (if required) do you suggest could be made or if a Complaint, how the Complaint be resolved?

SUBMIT FORM
a) By handing in to a Central Regional TAFE Administration or Student Services staff member for lodging with Planning and Quality
b) Emailing to Planning and Quality at feedback@crtafe.wa.edu.au