

### About You

Please provide your details if you would like a response. Please note, this form can also be completed online at [www.centralregionaltafe.wa.edu.au/complaints-feedback](http://www.centralregionaltafe.wa.edu.au/complaints-feedback)

☐ Mrs ☐ Ms ☐ Miss ☐ Mr ☐ Mx

First Name

Surname

Postal address

Suburb

Postcode

Phone

(H)

(W)

(M)

Email

Do you wish to remain anonymous? ☐ Yes ☐ No

### About the person affected

Are you under 18 years old? ☐ Yes ☐ No

Do you have a recognised disability, impairment or long-term condition? ☐ Yes ☐ No

Details

Do you need an interpreter? ☐ Yes ☐ No

Are you an international student? ☐ Yes ☐ No

### About the person affected continued...

Are you an Aboriginal or Torres Strait Islander?

☐ Yes, I am an Aboriginal person ☐ No

☐ Yes, I am a Torres Strait Islander

☐ Yes, I am both

Student ID number (if applicable)

### Feedback type

☐ Complaint ☐ Suggestion ☐ Compliment

Are you the person affected by this issue?

Yes ☐ No ☐

Is this a disability related issue?

Yes ☐ No ☐

Are you a?

☐ Student ☐ Staff member ☐ Other

### What part of Central Regional TAFE does your feedback relate to?

Campus

Course (if relevant)

When

### Please provide feedback details here (attach any additional information to this form)

Please provide factual details only. Comments of defamatory nature or containing racist, sexist or other offensive material will be returned to the complainant for removal of the offensive material before being actioned. Anonymous feedback containing comments of defamatory nature, or racist, sexist or other offensive material will be discarded.

Have you attempted to resolve the issue?

☐ Yes ☐ No

What action would you like to be taken?

### OFFICE USE ONLY

Received by:

Date:

Please forward a copy of this form to CRT's Governance and Integrity Team. If you have any queries please contact the Governance and Integrity Team at [feedback@crtafe.wa.edu.au](mailto:feedback@crtafe.wa.edu.au).

Central Regional TAFE is committed to providing our clients with high quality products and services and your feedback is important to us. Feedback allows us to identify and resolve issues and to continuously improve the student experience. 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 within the College's Policy and Procedure for Complaints/Feedback.

**For more information please visit:**

[www.centralregionaltafe.wa.edu.au/complaints-feedback](http://www.centralregionaltafe.wa.edu.au/complaints-feedback)

### How do I lodge a customer feedback form?

There are many ways to talk to us about your experience.



Visit our website to lodge your feedback directly via the online feedback form [www.centralregionaltafe.wa.edu.au/complaints-feedback](http://www.centralregionaltafe.wa.edu.au/complaints-feedback)



Complete the Client Feedback Form on the other side of this brochure and lodge it to your nearest administration office at Central Regional TAFE.



Mail a completed form to:  
Governance and Integrity  
Central Regional TAFE  
173-175 Fitzgerald Street  
Geraldton WA 6530



Email [feedback@crtafe.wa.edu.au](mailto:feedback@crtafe.wa.edu.au)



Call 1800 672 700

### What happens next?

When your comment is lodged the review process begins. Within five (5) working days you will be sent an acknowledgement of your feedback or complaint. We aim to resolve any feedback within ten (10) business days, and thirty (30) days for a complaint.

### Visit our website to contact the following support services:

#### Student Support Services

The team at Central Regional TAFE wants your journey to be positive. If you find yourself in need of a little extra assistance, help is at hand.

#### Aboriginal Student Support

Aboriginal Services offers support for all Aboriginal and Torres Strait Islander students, including study support.

#### Disability Support

Our Access and Equity Support Officer assists students with a medical condition, injury or disability so that they have equal opportunity to participate in training.

#### International Support

The Coordinator Education and Training Programs can assist with support and advice for our international students.



### Contact us:



[www.centralregionaltafe.wa.edu.au](http://www.centralregionaltafe.wa.edu.au)



1800 672 700



[enquiries@crtafe.wa.edu.au](mailto:enquiries@crtafe.wa.edu.au)



## CLIENT FEEDBACK FORM

YOUR FEEDBACK IS IMPORTANT TO US

