Central West TAFE

CLIENT COMPLAINT FORM

The College welcomes feedback from clients about any aspect of College services. If you have a concern or complaint about College 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 Complaint Procedure.

More information about the Complaint Procedure is available from the College and, if you request, a staff member can help you to complete this form.

Your Details:

Are you a: Student ☐ Visitor ☐

Name: _____

Course enrolled in: _____

Contact Address: _____

Phone: _____ Email:_____

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

What steps have you taken to try to resolve the complaint?

How would you suggest the complaint be resolved?

OFFICE USE ONLY

This form received by _____ Date _____

Form must be forwarded to the Manager Quality and Planning as soon as possible for registering on the College records system.

Date Received by Manager Quality & Planning _____

Date registered by Manager Quality & Planning _____

Forwarded to (Director) _____ Date _____

The College undertakes to inform the client of the outcome of the complaint within thirty College working days. Please return this form with a copy of the response and any relevant documentation to the Manager Quality & Planning by _____

Please document actions taken to investigate the complaint and your recommendation for its resolution. Refer to the Policy and Procedure for Client Complaints CF-108-P. (Please attach copies of any relevant notes, minutes of meetings or correspondence).

_____
_____
_____
_____
_____
_____
_____
_____
_____

Summary of the outcome of the complaint

_____
_____
_____
_____

Date Response Sent to Client: _____

Any further comments or actions

_____
_____
_____
_____