**Complaints and Feedback Form**

At North Metropolitan TAFE is committed to ensuring students have a positive learning experience. If we’ve succeeded, you’re welcome to let us know! But if our services didn’t meet your expectations, please tell us about it so that we can put things right. You may use this form, talk to us, or send an email to the address at the bottom of the form.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Name** | | | | | | | **Date** | | |
| **Student ID** | | | | | **Telephone No** | | | | |
| **Email** | | | | | | | | | |
| **Postal Address** | | | | | | | | | |
| **Please indicate the type of feedback:** | | | | | | | | | |
| **Compliment** | **Complaint** | | | **Feedback** | |  | | | |
| **Do you wish to remain anonymous?**  *Your details must be included above and will remain confidential* | **No** | **Yes** | **Do you require the support of Interpreting services?** | | | | | **No** | **Yes** |
| **Details of Complaint / Feedback** (please attach additional pages if necessary) | | | | | | | | | |
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| **Have you attempted to resolve this issue? If so, what steps have you taken, or whom did you speak to?** | | | | | | | | | |
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| **If you are lodging a Complaint or Appeal, what action would you prefer to be taken?** (If you are lodging a Complaint or Appeal, please complete this section) | | | | | | | | | |
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**Please send your completed form to:**

**By post** North Metropolitan TAFE, Locked Bag 6, Northbridge WA 6865

**By email** [feedback@nmtafe.wa.edu.au](mailto:Feedback@nmtafe.wa.edu.au)

**By hand** Client Services at your campus (place completed form in a sealed envelope)

**We want to hear from you!**

Your satisfaction as a student is super important to us at North Metropolitan TAFE. We really appreciate feedback (positive and negative), and complaints because they help us improve.

What is the difference between Feedback and a Complaint?

* **Complaint** is when you are unhappy with a service or product and would like us to fix or resolve a problem.
* **Feedback** may be a positive compliment or negative comment about a service or product. Feedback does not necessarily require a response but will be acknowledged.

**There are a few ways you can let us know what you think:**

* **Hard copy** Fill out this form and submit it in a sealed envelope to Client Services or email it to us.
* **Email** Send a detailed email to [feedback@nmtafe.wa.edu.au](mailto:feedback@nmtafe.wa.edu.au)
* **Phone** Call 1300 300 822.
* **Written letter** Mail or hand-deliver a letter to Locked Bag 6, Northbridge WA 6865.

Consider informal resolution: If possible, try to resolve any issues informally by discussing it with the relevant parties.

**Need help to provide feedback or make a complaint?**

* **Disability, mental health or medical condition** Contact Access and Learning Support at 9427 1314 or [access.support@nmtafe.wa.edu.au](mailto:access.support@nmtafe.wa.edu.au) if you need any support with the process or would like to request alternative formats for information accessibility.
* **Aboriginal or Torres Strait Islander** Reach out to the Student Liaison Officer at Koolark at 9428 0340 or [koolark@nmtafe.wa.edu.au](mailto:koolark@nmtafe.wa.edu.au).
* **Students who are under 18 years** Parents/guardians can complain on your behalf. Visit Client Services if you need.
* **International students** Contact International Student Support at 9427 1873 or [internationalstudy@nmtafe.wa.edu.au](mailto:internationalstudy@nmtafe.wa.edu.au) or visit Client Services.
* **English is an Additional Language (EAL) student** Get help from Client Services or if you need the services of an interpreter contact [feedback@nmtafe.wa.edu.au](mailto:feedback@nmtafe.wa.edu.au).

**What happens next?**

* Acknowledgment: You will receive written acknowledgment within two (2) business days
* Resolution timeframe: We aim for resolution within ten (10) business days, with updates if needed.

**Unhappy with the complaint decision or process?**

**Internal Appeal** Complete Appeal of complaint outcome form

* Fill out our [Online Feedback form](https://www.northmetrotafe.wa.edu.au/complaints-and-feedback#section6145)
* [Download](https://www.northmetrotafe.wa.edu.au/sites/default/files/2023-08/Complaint%20Appeal%20Form.docx) and email [feedback@nmtafe.wa.edu.au](mailto:feedback@nmtafe.wa.edu.au)

**External Review** Seek independent review from [Ombudsman WA](https://www.ombudsman.wa.gov.au/) if unsatisfied.

Find more details in our [Complaints and Feedback policy information sheet](https://www.northmetrotafe.wa.edu.au/information-student-complaints-and-appeals).

**Academic Appeals** As a student, if you think an assessment decision was unfair or incorrect, check out our [Academic appeals page](https://www.northmetrotafe.wa.edu.au/academic-appeals) for more information.