

Formal Complaint Form

1. Your details

First Name _____

Surname _____

Address _____

Email Address _____

Phone Number H _____

M _____

SuniTAFE's preferred methods for correspondence regarding complaints is via phone and email. If you would prefer that we send written correspondence to you via post, please tick this box

2. Are you a: (please tick box)

Student (course) _____ Future student

Parent or Caregiver of student (please give name of student) _____

Commercial customer Employer of TAFE students

Other (please specify) _____

3. Is the feedback or complaint about events or services at:

A campus of Sunraysia Institute of TAFE (please tick relevant campus)

Mildura Swan Hill Robinvale

Another location (please specify) _____

4. Is the feedback or complaint in relation to a member/s of the Institute?

Yes If yes, what is this person/s full name/s _____

No

5. Have you discussed this matter informally prior to lodging this formal complaint?

Yes

No

If yes, when? _____ Who did you discuss the matter with? _____

What was the outcome?

Warning – Uncontrolled when printed. The current version of this document is kept on the Portal.

DO NOT POPULATE FOOTER – THIS WILL BE DONE AUTOMATICALLY

Authorised by: Chelsea Diana
Maintained by: Chelsea Diana

Original Issue: 01/06/2009
Last Review Date: 06/07/2018
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(Please see over to complete)

6. Please provide additional information on your complaint and the outcome you are seeking (you may wish to attach further documentation):

Additional Information:

Proposed Outcome:

Signature: _____ **Date:** _____

Mail this form addressed to the Quality & Compliance Unit, Sunraysia Institute of TAFE PO Box 1904 MILDURA VIC 3502, or email it to: quality@sunitafe.edu.au or hand it in at your campus main office.

Privacy Notice: The information provided on this form will be used by Sunraysia Institute of TAFE to investigate your complaint. The information may be provided to:

- Sunraysia Institute of TAFE staff who are in a position to remedy your complaint, or
- to the Police for law enforcement purposes.

The provision of this information is voluntary. It will be stored securely. You may correct any personal information provided at any time by contacting the Quality & Compliance Unit (Mildura Campus). You may withdraw your complaint at any time in writing.

Staff only: Please ensure the original copy of this document is forwarded to the Quality & Compliance Unit for inclusion on the Complaints and Appeals Register.

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