1. Your details

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<th>First Name</th>
<th>Surname</th>
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<th>Email Address</th>
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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?

________________________________________________________________________

________________________________________________________________________
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.