1. Your details

<table>
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<tr>
<th>First Name</th>
<th>Surname</th>
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<th>Address</th>
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<tr>
<th>Phone Number</th>
<th>H</th>
<th>W</th>
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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 at;

- ☐ A campus of Sunraysia Institute of TAFE (please tick relevant campus)
  - ☐ Mildura  ☐ Swan Hill  ☐ Robinvale  ☐ Ouyen

- ☐ 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?

______________________________________________________________________________________

______________________________________________________________________________________

______________________________________________________________________________________

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

Additional Information:

___________________________________________________________________________

___________________________________________________________________________

___________________________________________________________________________

___________________________________________________________________________

Proposed Outcome:

___________________________________________________________________________

___________________________________________________________________________

___________________________________________________________________________

Signature: ___________________________ Date: ___________________________

Mail this form or hand it in at your campus main office or other Sunraysia Institute of TAFE location.

Privacy Notice: The information provided on this form will be used by Sunraysia Institute of TAFE to follow up on your feedback or complaint. The information may be provided to;

- Sunraysia Institute of TAFE staff who are in a position to remedy your complaint, or
- the Ombudsman who monitors the services provided by TAFE, or
- 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 HR Services (Mildura campus).

Staff only: Please ensure the original copy of this document is forwarded to the Director Organisational Capability for inclusion on the Electronic Complaints Register.