

South Western Sydney Institute Suggestion or Complaint Form

Reference No.
.....
Office Use Only



1. Your details

Family Name
 Given Names(s).....
 Address.....
 Phone Numbers (home).....(work).....(mobile).....

2. Are you a: (Please tick box)

- Student (Student No.).....Course (Name of Course).....
- Parent or Caregiver (name of student).....
- Future Student
- Commercial Customer
- Employer of TAFE Students
- Staff Member...Section:.....College:.....
- Other (please specify).....

3. Is the suggestion or complaint about events at: (Please tick box and give details)

- a TAFE Institute, college or other TAFE site.....
- another location:

4. Have you discussed your matter with a staff member?

- Yes
- No Go to 5

If yes, when?.....Who dealt with the matter?.....
 What was the result?.....

5. Please give details of the suggestion or complaint and the outcome you are seeking.

(You may wish to attach further documentation.)

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Date..... Signature.....

Mail or hand this to your teacher, supervisor or Cluster Manager.

continued over....

Privacy Notice: The information provided on this form will be used by TAFE to follow up your complaint or suggestion. The information related to complaints may be provided by TAFE to the ICAC or the Ombudsman who monitor the services provided by TAFE, 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 person to whom you submit this form.

SUGGESTION AND COMPLAINT PROCEDURES

INFORMATION FOR STUDENTS, INDUSTRY AND COMMUNITY MEMBERS

Your suggestions and complaints are valued as they enable staff to address your concerns and improve the quality of service. We will strive to remedy problems promptly and deal with each matter fairly.

In most cases an appeal process is available if you are unhappy with the outcome.

HOW CAN YOU MAKE A SUGGESTION OR COMPLAINT

You can make a suggestion or complaint orally or in writing. If made orally it may need to be put in writing later. We can assist you to do that. You can use the form that is available. Its use is optional.

Your suggestion or complaint can be made to the person responsible for the place where the issue arose (eg Cluster Manager, another TAFE manager or the Institute Director).

If the complaint is about any of these people, then it can be made to their supervisor.

Request assistance if you need help.

It is preferable that you give your name and sign your complaint. Anonymous complaints can be acted on only in certain circumstances.

HOW YOUR SUGGESTION OR COMPLAINT WILL BE HANDLED

When a suggestion or complaint is received it will be assessed in terms of its nature and seriousness. We will acknowledge it and we can give you an indication of the likely timeframe for dealing with it.

If it is about a policy or process rather than about a person, then the REMEDY AND SYSTEMS IMPROVEMENT PROCEDURE will apply.

If it is about a person, but not about an alleged serious breach of policy or procedure, then the NEGOTIATION PROCEDURE will apply.

If it is about a person, and it is about an alleged serious breach of policy or procedure, then the INVESTIGATION PROCEDURE will apply.

APPEALS

If you feel you have not been treated fairly when your complaint was considered or that the result is unreasonable, you can appeal to the line manager of the person who responded to your complaint. You may also wish to seek a review from an independent organisation. External bodies that may be able to assist include the NSW Ombudsman (telephone 02 9286 1000) www.ombo.nsw.gov.au, and the Anti-Discrimination Board of NSW (telephone 02 9268 5555) www.lawlink.nsw.gov.au/ADB.

FOR MORE INFORMATION

For more information you can contact the relevant Cluster Manager or another TAFE manager.