

Customer Feedback Form



Your feedback is important to us

Your feedback is very important and will enable us to improve our services to you. We would like to hear from you so we can continue to improve North Regional TAFE to meet and exceed your expectations.

How do I lodge feedback?

There are many ways to talk to us about your experience. Visit our the Feedback page on our website to lodge your experience directly via the online feedback form. Complete the feedback form on the other side of this brochure and lodge it at any Client Engagement Centre at North Regional TAFE.



Mail a completed form to:

Manager Academic Quality
North Regional TAFE
68 Cable Beach Road East
Broome WA 6725

What happens next?

When your comment is lodged the review process begins. Within five working days you will be sent an acknowledgement of your comment. We strive for any issues to be resolved within ten working days.

Contact us:



northregionaltafe.wa.edu.au



1300 996 573



info@nrtafe.wa.edu.au

Support to lodge your feedback

We have various support services available should you require assistance.

AccessAbility Support

Our AccessAbility Support team assists students with disability so that they have equal opportunity to participate in training.

Aboriginal Training Services

Aboriginal Training Services offers free and voluntary support for all Aboriginal and Torres Strait Islander students, including study support, advocacy and referrals to Aboriginal counselling services and community health services.

Support for Young People

Anyone under 18 years of age who would like support with raising a complaint or feedback, will have a suitable staff member assigned by one of our Customer Engagement Coordinators.



dutyofcare@nrtafe.wa.edu.au

International Student Support

The International Coordinator can assist with advice on courses and pathways, overseas student health care, regional information, and any other queries you have about studying in our region.

Your Details

If you would like a response, please complete your contact details below. You can still remain anonymous if you choose.

Do you wish to remain anonymous?

☐ Yes ☐ No

☐ Mrs ☐ Ms ☐ Miss ☐ Mr

First Name

Surname

Postal Address

Suburb

Postcode

Email

Phone number

Are you the person affected by this issue?

☐ Yes ☐ No

Student ID Number of the individual affected
(if applicable)

Do you need an interpreter

☐ Yes ☐ No

If yes, what language?

Are you an Aboriginal person or Torres Strait Islander?

☐ Yes, I am an Aboriginal person

☐ Yes, I am a Torres Strait Islander

☐ Yes, I am both Aboriginal and Torres Strait Islander

Is this a disability related issue?

☐ Yes ☐ No

Are you under 18 years old?

☐ Yes ☐ No

Are you an International Student?

☐ Yes ☐ No

The Issue/Feedback

Please choose the main topic that your feedback relates to:

- ☐ Quality of training/learning/assessment
- ☐ Course information and marketing
- ☐ Enrolments and course administration
- ☐ Staff conduct/performance
- ☐ Course availability/scheduling/mode of delivery
- ☐ Course equipment and resources
- ☐ College facilities
- ☐ Other

Does your feedback relate to training delivered at a specific campus or location?

☐ Yes ☐ No

If yes, please select the relevant campus or location below:

- ☐ Kununurra
- ☐ Other East Kimberley location
- ☐ Broome
- ☐ Other West Kimberley location
- ☐ Pundulmurra (South Hedland)
- ☐ Other East Pilbara location
- ☐ Karratha
- ☐ Other West Pilbara location
- ☐ Online/remote training delivery
- ☐ Other

If your feedback relates to a specific course, please provide the course title:

The Issue/Feedback

Please provide feedback details here (attach any additional information)

Please provide factual details only. Comments of a defamatory nature or containing racist, sexist or other offensive material will be returned to the complainant for removal of the offensive material before being actioned. Anonymous feedback containing comments of a defamatory nature, or racist, sexist or other offensive material will be discarded

.....

.....

.....

.....

.....

Have you previously attempted to resolve the issue? (Not applicable for compliments)

☐ Yes ☐ No

If applicable, are you prepared to be identified to the individual(s) involved?

☐ Yes ☐ No

What action, if any, would you like to be taken?

.....

.....

.....

Date Submitted

OFFICE USE ONLY

Received by:

Date:

Please forward this form to Feedback@nrtafe.wa.edu.au