

CONSUMER COMPLAINT, SUGGESTION AND FEEDBACK FORM



Your feedback is important to us and will be managed as described in the TAFE NSW Complaints Handling Guideline. You can choose to complete this form to formalise your complaint, if you prefer, you can contact TAFE New England direct and talk to someone about your feedback.

E: TNE-Feedback@tafensw.edu.au T: 02 67 682445

If you decide to complete this form, please forward the completed form:

By Email to: TNE-Feedback@tafensw.edu.au

By Mail to: Directorate Services, 13 Janison Street TAMWORTH NSW 2340

In Person to: the Customer Service Manager at any of our Campus locations

YOUR CONTACT DETAILS			
Surname:			
First Name:			
Address:			
City/State:		Postcode:	
Telephone:		Mobile:	
Email:			
Signature:		Date:	
DETAILS ABOUT YOUR COMPLAINT, FEEDBACK OR SUGGESTION (please circle yes or no)			
I am currently studying with TAFE	Yes	No	
I am an employee of TAFE	Yes	No	
I am a parent or carer of a student studying at TAFE	Yes	No	
I am a member of the public with no direct association to TAFE	Yes	No	
Insert specific information below.			
Please provide details of your complaint. You may also attach any additional information.			
FURTHER DETAILS ABOUT YOUR COMPLAINT, FEEDBACK OR SUGGESTION (please circle yes or no)			
Have you discussed this matter with the people involved?	Yes	No	
If yes, provide the details of those discussions.			

Privacy NOTE: The information provided on this form will be used by TAFE NSW to follow up on your complaint, feedback or suggestion. The information may be provided by TAFE NSW to any other agency or authority. Your private information will be managed as per the TAFE NSW Consumer Protection Policy. For more information about privacy and the TAFE Complaints Handling Guideline contact the Complaints Officer on (02) 67682445.