



Student complaints, feedback and compliments



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Hard Words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we will write what the word means.

You can get help with this book



You can get someone to help you

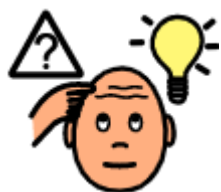
- read this book
- know what this book is about
- find more information



About this book



This book is written by South West TAFE Institute.



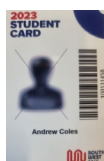
This book is about how to make a **complaint** or give **feedback** about your time at SWTAFE.



A **complaint** is when you are not happy about something at SWTAFE and would like to tell someone so that it can be fixed



When you want to let SWTAFE know how you feel about something you can give **feedback**



Any student (past, present or future) has the right to make a complaint and give feedback

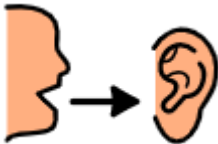
Your Rights to make a student complaint



As a current, past or future student of SWTAFE you have the right to;



- Make a complaint or give feedback about any part of your experience with SWTAFE



- Have your complaint listened to



- Be supported through the process from start to finish



- Be treated fairly and not be **discriminated** against because of your complaint

Discriminated means treated differently or unfairly



- Be told what is being done about your complaint



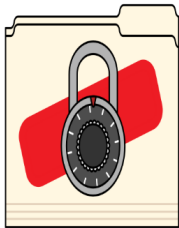
- **Appeal** the result of your complaint if you don't agree with it

Appeal means to ask for a review of the decision to see if it will change



- **Withdraw** your complaint at any time

Withdraw means to take back



- Have the records of your complaint be kept private and **confidential**

Confidential means that it will not be shared with anyone who does not have permission.

How to give feedback, complaints and compliments

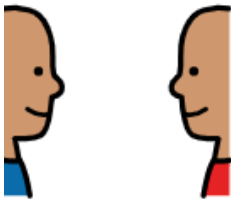


As a student you can provide feedback, complaints or compliments in several ways.

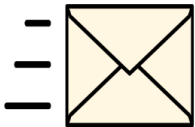
Including;

Contact Us

Get in touch with SWTAFE. Quick and easy ways to get the help you need.



- On the SWTAFE website (you can find this under the 'contact us' section)

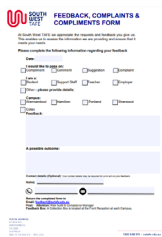


- In person to any SWTAFE staff member



- In writing (email or letter)

- Over the phone

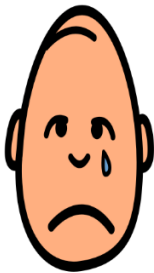


- On a complaint form from Customer Service

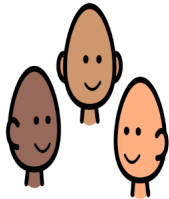
General Feedback, complaints and compliments



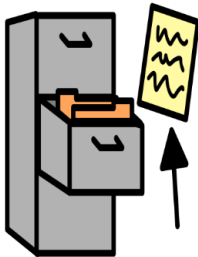
General complaints and feedback are about things at SWTAFE outside of your class or study.



You can tell a SWTAFE staff member at any time if you are unhappy with something.



You will be supported to work through a solution with the people involved.



If you are unhappy with the support you have received or if you prefer, you can make a **formal** complaint.

Formal means that it will be documented on record and involve the complaints team at SWTAFE (Complaints Officer).

If you make a formal complaint to SWTAFE;



- SWTAFE will tell the Complaints Officer about your complaint



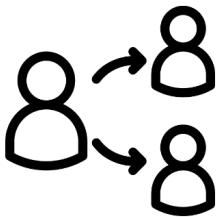
- You will be told (in writing) that we have received and lodged your complaint



- SWTAFE will also write to your parent/guardian if you are under 18



- An **advocate** can assist or speak on your behalf if you would like them to



- The Complaint Officer will pass on the complaint to the appropriate people at SWTAFE



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- We will **investigate** within 10 working days of the complaint to help solve the issue

Investigate means look into closely



- Sometimes the investigation might take longer if it is a big issue, you will be told if this happens



- SWTAFE will interview anyone involved in your complaint (if it is about someone else)



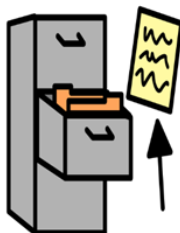
- You can withdraw your complaint at any time or choose to not have it documented



- SWTAFE will work through any possible improvements from the complaint



- You will be told what is being done to see whether you are happy with the outcome of your complaint



- SWTAFE will keep a copy of your complaint and the outcome on file



Academic Complaints

Academic complaints are specifically about your course. It could include things like;

IN PROGRESS



- Your progress in your course
- Assessments
- Class work



You can talk to your teacher about any concerns you have with your course at any time.



You will be supported to work through a solution.

If you like you can make a formal complaint.



What happens after I make an academic complaint?

If you make a formal complaint to SWTAFE we will follow the below steps;



- SWTAFE will tell the Complaints Officer about your complaint



- They will tell the Teaching Executive Manager about the complaint



- You will be told (in writing) that we have received and lodged your complaint within 2 working days



- SWTAFE will also write to your parent/guardian if you are under 18



- An advocate can assist or speak on your behalf if you would like them to



- The Complaint Officer will pass on the complaint to the appropriate people at SWTAFE



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- They will investigate within 10 working days of the complaint to help solve the issue



- Sometimes the investigation might take longer if it is a big issue, you will be told if this happens and why



- SWTAFE will talk to anyone involved in your complaint (if it is about a staff member)



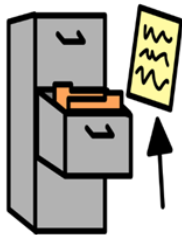
- You can withdraw your complaint at any time or choose to not have it written on the file



- SWTAFE will work through any possible improvements from the complaint



- You will be communicated with about what is being done to see whether you are happy with the decision and outcome



- SWTAFE will keep a copy of your complaint on file with what has been done



- The file with your complaint and outcome will be kept **confidential**

Confidential means private and won't be shared with other people

What if I want to withdraw my complaint?



You can choose to withdraw your complaint at any time during the process



The case will be **concluded** if you do this

Concluded means finished with no other actions needed



If you shared your complaint in writing then you will also need to tell us to withdraw it by writing to us



How do I appeal the outcome of my complaint?



If you are not happy with the outcome of your complaint you can ask for an appeal.

This process is to;



- Write to the CEO within 21 days



- The CEO will ask for a review and meet with staff members at SWTAFE about your complaint



- A manager might investigate further



- You will get a letter telling you what the outcome of your appeal is



- The final outcome from the CEO will be the last thing that happens in SWTAFE's process

External Appeals



Australian Government

If you do not think the result at SWTAFE is fair then you can make an appeal with a Government authority.

Below is a list of free Government authorities that might be able to help;

The Victorian Ombudsman

Address: Level 2 570 Bourke Street
Melbourne VIC 3000

Phone: 03 9613 6222 or
1800 806 314 (Regional)

Website: www.ombusman.vic.gov.au

Email: ombudvic@ombusman.vic.gov.au



ombudsman VICTORIAN

Appeals





**Australian Skills Quality Authority
(ASQA)**

Address: GPO Box 9928

Melbourne 3001

Phone: 1300 701 801

Website: www.asqa.gov.au/complaints

Email: feedback@asqa.gov.au