

Formal Customer Feedback



BMS FQA001

for Compliments, Suggestions or Complaints

Forward completed forms to Quality - Organisational Development by:

- Post;
- Via a Bendigo TAFE staff member; or
- By placing your Formal Customer Feedback Form in the locked Customer Feedback boxes located at all Bendigo TAFE Campuses.

Please provide all information requested below to ensure your feedback can be processed appropriately and in a timely manner

You will receive an acknowledgement letter from Quality - Organisational Development within 5 days of receiving your feedback and a formal response will usually be provided by the relevant School within 10-20 working days of receiving your feedback

<p>1. Your details (Must be provided if a response is desired)</p> <p>Surname Name _____ Given Name(s) _____</p> <p>Address _____</p> <p>Suburb _____ Postcode _____</p> <p>Company (if relevant) _____</p> <p>Phone number (home) _____ (work) _____ (mobile) _____</p> <p>Email _____</p>
<p>2. Are you a: (Please tick box and give details)</p> <p><input type="checkbox"/> Student (please provide student number) _____</p> <p><input type="checkbox"/> Parent or Caregiver (name of student) _____</p> <p><input type="checkbox"/> Potential student <input type="checkbox"/> Commercial customer <input type="checkbox"/> Employer of TAFE student(s) <input type="checkbox"/> Organisation</p> <p><input type="checkbox"/> Other (please specify) _____</p>
<p>3. Is the feedback or complaint about: (Please tick box and give details)</p> <p><input type="checkbox"/> _____ campus of Bendigo TAFE <input type="checkbox"/> Another location _____</p> <p><input type="checkbox"/> A Course: _____</p> <p><input type="checkbox"/> Other (please specify) _____</p>
<p>4. Have you discussed your matter with a Bendigo TAFE staff member? (Please tick box and give details)</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No – go to 5</p> <p>If yes when? _____ Who dealt with the matter? _____</p> <p>What was the result? _____</p>
<p>5. Please give details of your feedback or complaint and the outcome you are seeking. (You may wish to attach further documentation)</p> <p><i>Issue(s)</i></p> <p>_____</p> <p>_____</p> <p>_____</p> <p><i>Outcome you are seeking</i></p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>Signature _____ Date _____</p>

Continuous Improvement For suggestions & Improvements: quality@britafe.vic.edu.au