

Talk, Tell, Transform

Complaint and Feedback Process

At TAFE SA, we are always looking for improvement. We value all feedback, whether it be a positive experience or an area for improvement. If we have exceeded your expectations or fallen short, we'd like you to let us know so we can keep improving our service and support.

Visit tafesa.edu.au/feedback to complete an online form or ask for a copy at your local TAFE SA service desk.

Complaint and Feedback Handling Steps

1

Front Line

Our aim is to resolve your concerns as quickly as possible. If you need to speak with a manager, ask the front desk or call **1800 882 661**.

2

Internal Escalation

If we can't resolve your concerns, we may initiate an internal review or suggest mediation with senior management.

3

External Escalation

If we cannot resolve your concerns, TAFE SA will talk to you about your external review options.

Information you provide will be investigated to the level warranted by the severity of the complaint. You will be kept informed of progress and any decision made about your complaint, including the reasons for those decisions.

If your concern is about a regulatory or legislative requirement that TAFE SA must comply with, we will talk to you about this.

Information

TAFE SA Website:
tafesa.edu.au/feedback

Contact us during business hours:
TAFE SA Information 1800 882 661
(free call)

TTY for deaf: **8463 6359**

Email: feedback@tafesa.edu.au

Write to us: **Customer Management Team**
GPO Box 1872
Adelaide SA 5001

Additional Support

If you need extra assistance with the complaint and feedback process, have a disability or other support needs, contact TAFE SA Student Services during business hours.

Phone: **1800 882 661**

Website: tafesa.edu.au/services/counselling

Crisis and Emergency:

For assistance contact:

tafesa.edu.au/services/counselling

24 hour Mental Health Triage Service
131 465

OR

Lifeline
13 11 14

External Support

Contact:

Office of the Training Advocate:
1800 006 488 (free call)

A full list of external support agencies is available on the TAFE SA website:

tafesa.edu.au/apply-enrol/before-starting/student-policies

TAFE SA is committed to meeting the good practice service standards and principles of our regulatory bodies and state government.

A list of **Terms and Conditions of enrolment** is available here:

tafesa.edu.au/mytafe-sa/mytafesa-terms-conditions

TAFE SA students must treat other students and staff with respect so as not to compromise their health, safety, privacy and welfare. A copy of the **TAFE SA Student Code of Behaviour** is available here:

tafesa.edu.au/apply-enrol/before-starting/student-policies/student-code

A copy of the **Customer Resolution and Feedback policy and procedure** is available here:

tafesa.edu.au/apply-enrol/before-starting/student-policies