

Customer comment 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 South Metropolitan TAFE and meet and exceed your expectations.

How do I lodge a customer comment?

There are many ways to talk to us about your experience.

-  Visit our website to lodge your comment directly via the online feedback form at **www.southmetrotafe.wa.edu.au/feedback**
-  Complete the customer comment form on the other side of this brochure and lodge it at any customer service centre or administration office at South Metropolitan TAFE.
-  Mail a completed form to:
Planning and Evaluation unit
South Metropolitan TAFE
1 Fleet Street
FREMANTLE WA 6160
-  Email feedback@smtafe.wa.edu.au
-  Call 1800 001 001

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.

Student Support Services

We have various support services available should you require further assistance.

Student support service – disability

Student Support Services assists students with a medical condition, injury or disability so that they have equal opportunity to participate in training.

International Student Support Service

The International Office can assist with advice on courses and pathways, overseas student health care information, TransPerth information on public transportation and much more.




Aboriginal Student Support Service

Aboriginal 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.

Prospective student advisor support service

Prospective Student Services offer career planning, career pathways and course selection. They also help guide students through TAFE entrance requirements, selection processes and apprenticeships and traineeships.

Contact us:

-  southmetrotafe.wa.edu.au
-  1800 001 001
-  info@smtafe.wa.edu.au

About you

Please provide your details if you would like a response. Please note, this form can also be completed online at www.southmetrotafe.wa.edu.au/feedback

Mrs Ms Miss Mr
First Name Surname

Postal address

Suburb Postcode

Phone (H) (W)

(M)

Email

Do you wish to remain anonymous? Yes No

About the person affected

Are you under 18 years old? Yes No

Do you have a recognised disability, impairment or long-term condition? Yes No

Details

Do you need an interpreter? Yes No

Are you an international student? Yes No

Are you an Aboriginal person or Torres Strait Islander?

Yes, I am an Aboriginal person No

Yes, I am a Torres Strait Islander

Yes, I am both

Student ID number (if applicable)

About the person affected continued...

Feedback type

Complaint Suggestion Compliment

Are you the person affected by this issue? Yes No

Is this a disability related issue? Yes No

Are you a?
 Student Staff member
 Other

What part of South Metropolitan TAFE does your feedback relate to?

Campus

Course (if relevant)

Section

When / /

Please provide feedback details here (attach any additional information to this form)

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.

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Have you attempted to resolve the issue? Yes No

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What action would you like to be taken?

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Office use only

Received by:

Sent to:

Please also forward a copy of this form to SMT's Planning & Evaluation unit. The officer managing the comment must enter their response and all associated documentation/correspondence directly onto the customer comments database. If you have any queries please contact the Planning Evaluation Unit.