

Submitting your feedback

Thank you for providing this feedback.

You may submit your feedback via the following methods:

- Personally by submitting this form to a staff member at any GippsTAFE reception point.
- Mailing this form in the GippsTAFE reply paid envelope
- Mailing this form to:
Quality Unit
GippsTAFE
PO Box 3279 GMC
Morwell 3841
- By telephoning the Quality Unit on 5120 4536
- Email to lizc@gippstafe.edu.au

Privacy Statement

GippsTAFE is committed to complying with the Victorian Information Privacy Legislation by ensuring the privacy of your personal information. Personal information, broadly defined, is any information from which your identity is apparent or can be reasonably ascertained.



www.gippstafe.edu.au

GippsTAFE Customer Feedback

GippsTAFE is committed to the provision of excellent customer service, and welcomes all feedback in order to recognise best practice, and to promote continuous improvement of our service.

As part of our on-going commitment to first rate customer service, students and other recipients of GippsTAFE's services have an opportunity to register their feedback regarding the quality of the service received.

Where practical, every effort will be made to provide a response to named customers as appropriate.

All comments, suggestions and complaints will be carefully monitored, and where appropriate quality improvement measures introduced.

How can you provide feedback?

You can provide feedback by telephoning the GippsTAFE Senior Quality Officer (5120 4536), or in writing by using either this form or your own personal correspondence to the Quality Unit GippsTAFE.

How will your feedback be handled at GippsTAFE in the instance of a complaint?

When feedback is received in the form of a complaint it will be assessed by the GippsTAFE Quality Unit, and you will be provided with a written response acknowledging the complaint within 10 working days.

MPU 01/11

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GippsTAFE Customer Feedback



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Feedback Details

Date:

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Your Details

Family name:

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Given names:

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Address:

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..... Postcode:.....

Telephone home: (.....).....

Telephone work: (.....).....

Mobile:.....

Email:.....

Study Details

Campus:

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Department:

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Are you a:

- Current GippsTAFE student
- Current GETT Student/client
- Prospective GippsTAFE student
- Commercial customer
- Employer of a GippsTAFE student
- Other (please specify):.....

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Please provide comments about our service:

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In the instance where the service could be improved what do you believe was the cause of the less than satisfactory service?

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Please make any suggestions that would help in improving the service:

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Would you like us to contact you in relation to this feedback?

Yes No

GippsTAFE puts you **FIRST** by demonstrating:

Flexibility | Innovation | Responsiveness | Sustainability | Transformation