

## Complaint or Compliment

The Skills Institute values your feedback, whether it is a compliment or complaint. We can make improvements in what we provide when we hear from you 'our customer'. Confidentiality and privacy will be maintained.

**Do you want to make a: (Please tick)**

**Complaint**  or **Compliment**   
*(Something you are not happy with)* *(Something you are happy with)*

**Please tick which category best fits your complaint or compliment**

Student Behaviour  Teaching program  OH&S   
*(Not a formal grievance)*

Enrolment Procedure  Equipment  Facilities

Staff Behaviour  Environmental  Administration   
*(Not a formal grievance)*

**Are you a/an ....**

External person?  Student?  Employer?

**Do you consider yourself to have a ....**

Special learning need?  Disability?

Please tell us about your Complaint or Compliment and anything that has been done so far to deal with it

---

---

---

---

What do you think needs to be done to fix the problem and prevent it happening again?

---

---

---

---

**Please provide contact details if you would like a response:**

**Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_  
**Address:** \_\_\_\_\_ **Email:** \_\_\_\_\_

**Please either send this form or hand to a staff member to send to:**

The Skills Institute, Manager Continuous Improvement, Clarence Campus, Bounty Street Warrane Tas. 7018 OR Fax: 03)6245 8011