

Feedback, appeals and grievances



General feedback

At TasTAFE we value your feedback, so whether it's to comment on a positive experience, to highlight areas for

improvement, or to raise specific concerns you would like addressed, please don't be shy in letting us know how we can improve our service to you.

There are different ways you can provide us with your feedback:

- talk to a staff member
- pick up the appropriate form from your closest Client Services office
- phone us on **1300 655 307**
- email feedback@tastafe.tas.edu.au.

The nature of your feedback will help us know the best way to respond, but be assured that we take all feedback seriously and will take action to continually improve our services to you.

Information and forms for you to use to provide feedback are available from Client Services or our website: www.tastafe.tas.edu.au

Student feedback

As part of our overall approach to gathering feedback, you may be asked to complete a survey at the completion of an assessment, a single unit or module, a group of units, or a complete qualification.

Where opportunities for improvement are identified as a result of the feedback we receive, actions are developed and put in place to help improve our services to you.

If at any time you are not sure of the best way to provide feedback or raise a concern, your teacher or one of our Student Services staff members can assist you in exploring your options and assist you during the process.

Client Services staff can help you to make an appointment with the relevant staff member.

Assessment appeals

If your feedback specifically relates to an assessment process or outcome that you are unhappy with, then the assessment appeal process is used.

If your complaint, grievance or assessment appeal is not resolved to your satisfaction, we have processes that enable you to have the decision or outcome reviewed.

If you are not sure about the best way to raise a concern, or would like to initially discuss it informally with someone, you can contact us on **1300 655 307** and ask to speak with a Student Counsellor.

Anything you discuss will remain confidential.

Feedback and Grievance forms are available from Client Services or from our website: www.tastafe.tas.edu.au.

Grievances

If you think you have been treated unfairly or subjected to inappropriate or unacceptable behaviour by another student/s or staff member/s you may wish to lodge a grievance.

Unacceptable behaviour can include verbal or physical abuse, bullying or harassment, victimisation or discrimination.

If you think you want to lodge a grievance, you may wish to discuss your concerns with a Student Counsellor first in a safe and confidential environment.

A request for formal review can also be lodged.

Review Process

If you are not satisfied with the outcomes following investigation of any concerns you may have raised, you can request an independent internal review, address your concern directly to the TasTAFE CEO or seek an external review through:

- Australian Skills Quality Authority – 1300 701 801 or visit: www.asqa.gov.au
- Equal Opportunity Tasmania – 1300 305 062 or visit: www.equalopportunity.tas.gov.au
- Tasmanian Ombudsman – 1800 001 170 or visit: www.ombudsman.tas.gov.au