



COMPLAINTS FACT SHEET



Making a complaint to TAFE NSW

TAFE NSW values complaints - they help us to improve our services

Making a complaint

We want you to let us know when you are unhappy with our services. Complaints are an important way for us to improve our services and facilities.

This fact sheet will explain how to make a complaint and the steps to take before you do. The [TAFE NSW Complaint Handling Policy](#) has information about how your complaint will be managed.

If you are a TAFE NSW Student it is important to understand your rights and responsibilities, outlined in the [Student Guide](#)

There is no charge to make a complaint or for an internal review.

Can someone else make a complaint on my behalf?

Yes, but we will usually need your written authority to speak to them. Use this [link](#) to access the authority form.

There are two steps to make a complaint

Step 1: Speak with a TAFE NSW staff member as soon as possible – this can include your Head Teacher or Student Services. They may be able to resolve the issue or your concerns immediately.

Step 2: If your complaint isn't resolved, complete the [online complaint form](#) on the [TAFE NSW website](#)

Our staff can take complaints over the phone, provide help if you need a translator or interpreter or can't access the website. Please let us know if you need any assistance.

So we can resolve your complaint as quickly as possible, you will need to provide information including:

- the issues or concerns
- any steps you have taken to try to resolve them
- evidence to support your complaint
- the outcome you would like
- if your complaint is urgent and if so, explain why
- your contact details – if you make an anonymous complaint, we may not be able to fully resolve it.*

*The person actioning your complaint will protect your privacy as much as possible. However, they may need to disclose information so the issue can be resolved or if we identify a need to do so.

Please see the TAFE NSW [Privacy Policy](#)

What happens next?

When your complaint is received you will be contacted by the person handling the complaint. If you have not been contacted within two business days, please let us know.

While we aim to finalise complaints as soon as possible, this can depend on the complexity of the issues. We will keep you updated on the progress.

We will send you a written response to your complaint and explain the reasons for our decision.

What if I'm unhappy or not satisfied with the outcome?

If you're dissatisfied with the response or how your complaint was managed, you can ask for an internal review.

To make sure that your review request is actioned promptly, please reply to the original complaint handler.

When requesting a review, clearly outline why a review is necessary. You can use the following as a guide:

- Why are you requesting a review?
- What are the specific reasons you are unhappy with the outcome?
- Do you have additional information or evidence to support your complaint, that you have not already provided (include evidence)?
- What would resolve your complaint?

I'm still not happy with the outcome, what do I do?

If you are not satisfied with the review response you have the right to take your complaint to the NSW Ombudsman.

www.ombo.nsw.gov.au