

HAVE YOUR SAY form

Thank you for taking the time to let us know. Your observations are important to us. Please tick the relevant area and your comments will be forwarded to the appropriate section for their action.

COMPLIMENT FOR A STAFF MEMBER – It is always gratifying when the excellent service provided by our teaching and administration staff is recognised and acknowledged.

FEEDBACK - Charlton Brown encourages student and community feedback as part of our continuous improvement strategy.

COMPLAINT – Although we endeavour to make every experience great sometimes facilities, processes or people can let us down. **Note:** *If you wish to raise a learning or educational issue, please discuss this matter with your teacher or the Academic Director in the first instance.*

Last Name:		First Name:	
Phone No.:		Student No. (if relevant)	
Address:			
Email:			

Details of Compliment / Feedback / Complaint

Please outline the nature of your comments. If you are lodging a complaint, please include what action you have taken to date, who you have discussed the matter with, and what response you received. Please attach any documentation that you believe is relevant to this situation.

Feedback / Complaint – What Outcome are you requesting from this process?

This is a two page form – to progress your remarks, the form must be signed by you on Page 2.

Confidentiality Request

Do you wish your details to be kept Confidential?

(Note: If your complaint is about a staff member we will not release your details to them unless you grant us your authorisation)

YES NO

What happens after my form is submitted?

The process of dealing with a complaint will commence within 5 working days and you will receive a written response of the outcome including the rationale for any decision within 10 business days. A meeting may be arranged to discuss the matter further.

Privacy disclaimer

Charlton Brown is collecting the information on this form in accordance with the *Information Privacy Act 2014* in order to evaluate client feedback for the purpose of continuous business improvement. Only authorised Charlton Brown Staff have access to this information. Your personal information will not be disclosed to any other third party without your consent, unless authorised or required by law.

Submit this form by:

1. emailing to: robyn.tyler@niet.edu.au including attachments, if required.
 2. placing in the 'Have Your Say' box located at Charlton Brown Reception, Level 4, 102 Adelaide Street, Brisbane Q 400.
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Thank you again for your feedback

Your Signature:		Date:	/ / 20
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Charlton Brown Administration

Receive & Forward		Date	/ / 20
Initial Action By		Date	/ / 20
Response By		Date	/ / 20
Closed By		Date	/ / 20