



Complaints and Feedback Policy

North Metropolitan TAFE (NMT) values compliments, suggestions and complaints as feedback. NMT is committed to addressing issues identified in the feedback in a transparent and timely manner. All feedback is utilised to maintain and improve the quality of our services.

This policy applies to all persons wishing to provide feedback on the services provided by NMT, the conduct of our people, our learners and any services provided by a third party on behalf of NMT.

What is a Complaint?

A complaint is an expression of dissatisfaction with a NMT service, product, facility, third party provider or action of a person or persons.

How do I complain?

The NMT website has a complaints and feedback section, and this is where you can easily provide us with your feedback at: <http://www.northmetrotafe.wa.edu.au/feedback> or call us on **1300 300 822**.

Whilst complainants are not required to attempt to resolve their complaints informally, informal resolution is encouraged before commencing formal action.

If you are an international student, please refer your complaint or feedback to the International Student Advisor at: internationalstudy@nmtafe.wa.edu.au at NMT for review.

What you can expect

Complaints will be treated as confidential and handled within the principles of natural justice and procedural fairness. All investigations and communications will be recorded and documented to provide a clear account of the complaint and NMT's response.

Your complaint will be acknowledged in writing within two (2) business days of it being lodged via the College website, in an email or as a hardcopy.

NMT aims to resolve any complaint within ten (10) business days, however, should more time be required you will be notified in writing and kept up to date regularly on the progress of the matter.

NMT is required to and complies with the secure storage and maintenance of all records of complaints and feedback and their outcomes.

Appealing a complaint decision

You have the right to appeal a decision made about your complaint in the event that you are dissatisfied with the process or outcome of a complaint. You can lodge your appeal in writing to feedback@nmtafe.wa.edu.au. Please ensure your appeal directly refers to the complaint decision provided by NMT. Once an appeal has been reviewed you will be notified in writing of the outcome.

The Ombudsman WA, <http://www.ombudsman.wa.gov.au> is the appropriate party independent of NMT who can review the process when a complaint is not resolved to the satisfaction of the person making the complaint.

For academic appeals, students may lodge an appeal against an academic result. Appeals must be lodged within four weeks (20 working days) from notification of the assessment result. Click [here](#) for further information on [Academic Appeals](#).