



Student Feedback

Are we meeting your needs?

Bower Place is committed to providing a high standard of care and meeting the needs of students. We would appreciate you taking some time to let us know what you think we do well and where we can make improvements.

We Want To Hear From You

If you have a concern, chances are that you are not alone. Your feedback could make us aware of issues that we don't know about, or that you are personally upset about.

Please let us know about any concerns or questions you have about our service to you. Alternatively, use the feedback form attached to this document.

What to Expect

If you have a complaint, we will respond to it promptly and sensitively. Feedback information is treated as confidential and managed according to privacy obligations.

You can play an important role in resolving the problem by providing as much relevant information as possible. We investigate complaints thoroughly to know what happened and why, and ways to prevent it happening again. We will keep you informed at all times so you know what is happening.

What We Will Do

We will work with you to assess the most appropriate way to resolve the problem and the best outcome. We ask you to consider the outcome you would like and we will strive to provide it. We will provide you with all the facts about what happened and any strategies we have devised to improve our service as a result.

Improving Our Service

At Bower Place we have an ongoing commitment to improving our level of service. A copy of our Complaints Policy is available on our website:

www.bowerplace.com.au



Taking it Further

Raising a complaint with Quality Directorate

If you are not satisfied with the handling or outcome of your complaint, you may decide to make a formal complaint in writing. You should address correspondence to **Ms Ann Doolette, Director Quality, GPO Box 320, ADELAIDE SA 5000** or email her at Doolette.ann@saugov.sa.gov.au

Clearly detail the various aspects of your complaint and the outcome(s) you would like to be achieved. Also, please provide any details and/or evidence to support your complaint (see list in attachment)

You have the right to remain anonymous throughout the investigation process. However, this may limit the extent to which an investigation can proceed or if the desired outcome can be achieved (e.g. access to student records would be difficult without releasing names). **Please advise us in your letter if you are willing to have your name released as part of the investigation.**

If you have any special needs (ie limited English, literacy skills or a disability) these will be taken into account and relevant support provided to ensure your needs are catered for through the investigation process. Please let us know if this is the case.

Further information regarding the Directorate's authority and the process for complaint investigation is attached (see attachment A). Please read this information carefully. Please be assured that all complaints are treated seriously and will be appropriately investigated.

If you have any further questions please contact Quality Directorate on 8226 3065.



Student Feedback Form

If you would like us to follow up your comments please provide your name and contact details.

Name.....

Address.....

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Day time telephone number.....

Special needs – do you have any special needs?

Eg do you require an interpreter

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Please describe your concern below:

What happened?

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