

Your feedback.

Your feedback is very important and will enable us to improve our services to you. We would like to hear from you so we can continue to improve AIME and meet and exceed your expectations.

How do I lodge a customer comment?

There are many ways to talk to us about your experience.

-  Visit our website to lodge your comment directly via the online feedback form at - aime.wa.edu.au/feedback
-  Complete the customer feedback comment form on the other side of this brochure and lodge it at the AIME training centre.
13 Hensbrook Loop
Forrestdale, Western Australia
-  **Mail a completed form to -**
Australian Institute of Maintenance Engineering
13 Hensbrook Loop
FORRESTDALE WA 6112
-  **Email to -** info@aime.wa.edu.au
-  **Fax to -** +61 8 9497 5003
-  **Call us -** +61 8 9399 6007

What happens next?

When your comment is lodged the review process begins. Within five working days you will be sent an acknowledgment of your comment. We strive for any issues to be resolved within ten working days

Student Support Services.

We have various support services available should you require further assistance.

Student Support Services assists students with a medical condition, injury or disability so that they have equal opportunity to participate in training.



It's your career, aim high.™
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RTO 52920 // aime.wa.edu.au



Customer Feedback

You feedback is important to us.



**It's your
career,
aim high.™**

Australian Institute of
Maintenance Engineering

About you.

Please provide your details if you would like a response.

Please note, this form can also be completed online at:

aime.wa.edu.au/feedback

Mr Mrs Ms Miss

First Name

Surname

Postal Address

Suburb

Postcode

Phone - Home

Work

Mobile

Email

Do you wish to remain anonymous? Yes No

OFFICE USE ONLY.

Received by

Forwarded to

About the person affected.

Are you under 18 years old? Yes No

Do you have a recognised disability, impairment or long-term condition? Yes No

Details

Do you need an interpreter? Yes No

Are you an international student? Yes No

Are you an Aboriginal person or Torres Strait Islander?
No

Yes, I am an Aboriginal person

Yes, I am a Torres Strait Islander

Yes, I am both

Student ID Number (if applicable)

Feedback type Complaint

Suggestion

Compliment

Are you the person affected by this issue? Yes No

Is this a disability related issue? Yes No

Are you a...? Student

Staff member

Other

What part of AIME does your feedback relate to?

Campus

Course (if relevant)

Section

When

Feedback details.

Please provide feedback details here.

(attach any additional information to this form)

Please provide factual details only. Comments of a defamatory nature or containing racist, sexist or other offensive material will be returned to the complainant for removal of the offensive material before being actioned. Anonymous feedback containing comments of a defamatory Anonymous feedback containing comments of a defamatory nature, or racist, sexist or other offensive material will be discarded.

Have you attempted to resolve the issue? Yes No

What action would you like to be taken?