

CUSTOMER SERVICE FEEDBACK

TURSA strives to provide excellent customer service, so your feedback is important to us. It helps us measure where we are doing great and areas we can continue to improve.

When providing feedback, complete and lodge your feedback online at our website <u>www.tursa.com.au</u>

Alternatively, you can complete this feedback form, place it in a sealed envelope and hand it in to any local *TURSA* Office or place it in a sealed envelope and mail it to PO Box 241, TWEED HEADS NSW 2485. Sealed envelopes are available at the reception desk of all *TURSA* sites.

Your TURSA experience

Did you find your *TURSA* Adviser/Advocate listened and understood your needs?

j Yes	į Somewhat	j Not so much
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Would you recommend TURSA to other people looking to find employment?

j Yes j Somewhat j Not so much

Did our services meet your needs?

i Yes

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i Somewhat

i Not so much

Please provide a little more detail on your above responses or if you have an idea or suggestion that can help us improve our service to you, we welcome your feedback.

Please use this space to provide your comments (Attach additional pages if space is insufficient)		

	Your Feedbacl	k is important and is revi	ewed.	
		e your name, contact nur of your Employment Adv	nber, date, email, the <i>TURSA</i> Office you viser/Advocate.	
Name:	Contact Number:		Date:	
Email:				
TURSA Office:		Name of Adviser / Advocate:		
If you had a great experience, we want to be sure your Adviser/Advocate is recognised for their diligent efforts in assisting you into employment.				
If your experience did not meet your expectations, we want to acknowledge that and look at ways we can continue to improve.				
Thank you for taking the time to let us know a little about your experience with TURSA.				
Tursa Employment & Training is bound by a Privacy Policy that states that all Participants' personal information is used in accordance with the Commonwealth Privacy Act 1988 and The Australian Privacy Principles.				
We will not use your personal information for any purpose other than those stated, those that allow us to reasonably perform our employment, training, and assessment services, or those that are required under legislation or by contractual obligations.				
TURSA's Privacy Policy is available on the TURSA Website Privacy - Tursa Employment & Training.				
You can also request a copy through any of our offices or by phoning 1800 670 914 .				