



Procedure: University services feedback

Purpose

To describe the University's procedures for receiving, responding to and monitoring feedback on University services received through the University's online feedback form.

Definitions

University community includes staff members, students, visitors or honorary status holders.

Feedback is any information, either positive or negative, coming from the University community relating to University services, categorised as:

- Compliments;
- Feedback or complaints; or
- Ideas for improvement.

The online feedback form is not to be used for service requests or incident notifications. Submissions which are instances covered by the following University policies and legislation do not constitute feedback and will be redirected through the appropriate channels:

- [Staff consultation and organisational change policy](#)
- [Staff grievance resolution policy](#)
- [Unsatisfactory performance and misconduct policy](#)
- [Work health and safety policy](#)
- [Student surveys and evaluations policy](#)
- [Student grievance and complaint resolution policy](#)
- [Public interest disclosure](#)
- [University Statutes, Rules, and Orders](#)

University services are the systems, tools, people, policies and processes provided by the University which support the delivery of the core business of education and research.

The **online feedback form** is the mechanism provided on the University services website through which the University community is encouraged to submit their feedback.

The **Service Lead** is the designated officer (usually a Service Division Director) assigned responsibility for service delivery and responding to feedback.

The **Feedback Respondent** is the staff member managing the process of responding to a feedback submission. The Service Lead may elect to perform the role of Feedback Respondent.

Procedure

Responsibilities

1. All feedback received through the online feedback form is assigned to a Service Lead. The Service Lead is responsible for ensuring a response to feedback within the timeframes in this procedure, regardless of whether the service was experienced in a Division or a College.
2. The Service Lead is responsible for identifying submissions received which do not meet the definition of 'feedback' under the University Services Feedback policy and directing them to the appropriate channel.
3. The Service Lead may appoint a Feedback Respondent, either within the Division or in a College, to investigate or respond to feedback.
4. Service Leads and Feedback Respondents will treat information contained within feedback submissions in accordance with the University's [Privacy Policy](#).
5. The University community is responsible for submitting feedback which is constructive; provided in good faith; and free from offensive, degrading or insulting comments.
6. The Planning and Service Performance Division is responsible for delivering reporting dashboards for the Deputy Vice-Chancellor International & Corporate / Chief Operating Officer to facilitate monitoring of feedback received and the responsiveness of Service Leads.
7. The Deputy Vice-Chancellor International & Corporate / Chief Operating Officer is responsible for monitoring Service Lead responsiveness and the University community's satisfaction with the feedback response process.

Process

8. The feedback receipt and response process is outlined in the [feedback flowchart](#).
9. Feedback submissions made through the online feedback form are directed to the appropriate Service Lead as determined by the category of feedback. The [feedback categories table](#) defines the Service Lead assigned to each category.
10. Members of the University community making a submission receive an acknowledgement of their feedback and are notified of the assigned Service Lead and Feedback Respondent within 3 business days of making a submission.

11. Feedback is responded to within 10 business days. A response may constitute:
 - a. A resolution to a problem;
 - b. A change to a process or system;
 - c. An acknowledgement of a compliment;
 - d. An interaction with a member of the University community to explain how their suggested solution fits into a future program of work for change or improvement; or
 - e. An interaction with a member of the University community to explain why the University cannot make changes of the nature suggested.
12. Feedback Respondents will have the appropriate skills and knowledge to handle and respond to feedback with professionalism.
13. Members of the University community submitting feedback are provided an opportunity to express whether they are satisfied or not with the process of responding to feedback and the outcome determined.
14. A record of all submissions received through the online feedback form and responses will be retained in the University's Electronic Record Management System.

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