



# Policy: University services feedback

## Purpose

To outline the University's principles for handling feedback on University services received through the online feedback form.

## Overview

The University encourages constructive feedback which is, wherever possible, used to drive the continuous improvement of University services. This policy provides a transparent and consistent approach to the receiving, responding and monitoring of feedback across the University, and seeks to ensure that staff, students and other members of the University community have easy access to a responsive feedback mechanism.

## Scope

This policy applies to feedback on University services received through the online form from all ANU staff, students, visitors and honorary status holders of the University. This policy specifically excludes instances which are covered by other University policies and legislation, including:

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

## 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.

Where submitted feedback relates to the activities and actions of a third party the University will, where reasonably to do so, pass this feedback onto a third party. The University will also consider if there are any approaches or remediations possible in its interaction with this third party or future third parties in its response, acknowledging this may not be possible in some circumstances.

**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.

## Policy statement

1. The University encourages constructive feedback on its services, including compliments, suggestions for improvement, and new innovations which are, wherever possible, used to drive the continuous improvement of University services.
2. The University is committed to providing an efficient and effective system of receiving feedback which is easily accessible to the University community.
3. Whether feedback is positive or negative, the University community is encouraged to maximise the usefulness of feedback by providing constructive examples and suggestions for improvements that can be used to enhance services.
4. Feedback must be made in good faith and not with vexatious or malicious intent and based on your own perspective. Feedback must be compliant with the University's [Code of Conduct](#); [Discipline Rule](#); and be free from offensive, degrading or insulting comments. Comments that are personal in nature (including discriminatory or obscene remarks), vexatious or malicious are disregarded.
5. Feedback is addressed in a fair and impartial manner.
6. Information contained within a feedback submission is treated in accordance with the University's [Privacy Policy](#).

## Document information

Title	University services feedback
Document Type	Policy
Document Number	ANUP_017009
Version	1
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.
Audience	Staff, Students, Affiliates
Category	Administrative
Topic	Staff
Subtopic	
Effective Date	29 Jan 2018
Review Date	29 Jan 2021
Responsible Officer	Director, Service Improvement Group (director.sig@anu.edu.au)
Approved By	Vice-Chancellor (vc@anu.edu.au)
Contact Area	Service Improvement Group (director.sig@anu.edu.au)
Authority	
Printed On	1 Nov 2020

Please ensure you have the latest version of this document from the Policy Library website before referencing this.