



FEEDBACK FORM

Instruction: Complete this form and return it to the reception. You can also email the completed form to the Administration Coordinator at elingam@auscampus.net

Thank you for your feedback. Our staff may contact you for further information or clarification, so we encourage you to provide us with your name and contact details. Be assured that the information you submitted will be treated with the strictest confidence.

Your feedback (Tick one only)

This feedback is a (please choose one only)

- Complaint

 Suggestion

 Comment

 Compliment

Your details

Name: _____ Contact number: _____

Email address: _____

Your status:

 Student

 Agent

 Staff

 Others

 please specify: _____

Your feedback

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OFFICE USE ONLY

Received by: _____ Name: _____ Date: _____

Feedback forwarded to Administration Coordinator?

- Yes No Not relevant if the form is received by the Administration Co-ordinator

This section is to be completed by the Administration Coordinator.

The feedback (if it's a suggestion for improvement) has been recorded in the REFERENCE ACN 0.4.3 R2 Continuous Improvement Log?

- Yes No

The feedback (if it's a complaint and the complainant is identifiable) has been recorded in the REFERENCE STS 4.2 R1 - Complaint Register?

- Yes No

If the complaint or suggestion is staff-specific, a copy of the feedback form has been provided to the staff concerned

- Yes No

Date the feedback form is given to the staff:

Note: Please be aware of the lead time in responding to complaints. Refer to Policy STS4.2 - Complaint and Grievance

The staff has been advised to respond to the complaint within the appropriate lead time outlined in the Complaint and Grievance policy?

- Yes No

Date an outcome or response is received from the staff:

List outcome or response:

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Has the outcome or response been implemented? Yes No

If the outcome addresses improvement issues:

- Has the outcome been recorded in the Continuous Improvement Log and the issue closed? Yes No
- Has the person who raised the issue been notified? Yes No N/A

If the outcome addresses a complaint,

- Has the outcome been recorded in the Complaint Register? Yes No
- Has the issue been closed? Yes No
- Has the person who raised the issue been notified (if relevant)? Yes No N/A
- Is the response given to the complainant within the time frame outline in the policy? Yes No N/A
- If the issue has yet to be resolved, why?

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