# FEEDBACK PROCEDURE

<table>
<thead>
<tr>
<th>Approved by:</th>
<th>Director Legal and Governance</th>
<th>Date:</th>
<th>03 December 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Effective:</td>
<td>03 December 2014</td>
<td>Date of Next Review:</td>
<td>03 December 2015</td>
</tr>
<tr>
<td>Document No:</td>
<td>PR-QC-03.1</td>
<td>Revision:</td>
<td>5</td>
</tr>
<tr>
<td>Custodian:</td>
<td>Policy Officer and Law Clerk</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supporting Documents, Procedures &amp; Forms:</td>
<td>Feedback Policy</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Contents

1. Purpose of Procedure ................................................................. 3
2. Scope of Procedure ....................................................................... 3
3. Definitions .................................................................................. 3
4. Feedback Handling ....................................................................... 4
5. Flowchart ................................................................................... 5
6. Roles & Responsibilities ............................................................... 6
7. Version Control Table ................................................................... 6
1 Purpose of Procedure

1.1 UOW Enterprises encourages all stakeholders, Staff and Students, to provide Feedback including good ideas, suggestions for improvements, complaints and business opportunities.

1.2 UOW Enterprises is committed to an effective and efficient Feedback handling system which facilitates a safe and cooperative environment for work and learning.

1.3 An effective Feedback system is an essential part of providing a quality service. The handling of Feedback will be treated as a quality issue within the quality framework of the organisation.

1.4 The purpose of this procedure is to:
   a. provide a transparent and consistent approach to the handling and monitoring of Feedback across the organisation, and 
   b. ensure that all staff and stakeholders of UOW Enterprises have easy access to an equitable and responsive Feedback mechanism.

2 Scope of Procedure

2.1 This procedure applies to all Staff, Students and other stakeholders of UOW Enterprises.

2.2 Grievances/serious complaints, allegations of harassment or bullying or the reporting of critical incidents, alleged fraudulent behaviour or alleged corruption and matters relating to UOW in Dubai are not covered by this procedure and will be handled in accordance with the relevant UOW Enterprises policy/procedure.

3 Definitions

<table>
<thead>
<tr>
<th>Word/Term</th>
<th>Definition (with examples if required)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contributor</td>
<td>Any person providing Feedback</td>
</tr>
<tr>
<td>Executive</td>
<td>Those employees with authority for a division. This includes Chief Financial Officer/Director Corporate Services, Director Legal and Governance, UOW College General Manager, and the Chief Executive Officer.</td>
</tr>
<tr>
<td>Feedback</td>
<td>Any opinion or comment, either positive or negative, including: compliments, complaints, suggestions for improvement, and business opportunities.</td>
</tr>
<tr>
<td>Manager</td>
<td>Any employee with authority for a business unit. This includes but is not limited to: Academic Program Manager, English Language Program Manager, Head of Vocational, Marketing Manager, Administration Manager, IELTS Manager, Financial Services Manager, Student Services Manager, Academic Quality Manager, and Group Human Resources Manager.</td>
</tr>
<tr>
<td>Staff</td>
<td>All Australian Employees of UOW Enterprises including; full-time, part-time, sessional, and casual staff.</td>
</tr>
</tbody>
</table>
4 Feedback Handling

4.1 The UOW College website holds a Feedback Portal which allows for Staff, Students and members of the public to provide feedback about UOW College. The Feedback page is available at: http://www.uowcollege.edu.au/about/feedback/index.html.

4.2 Staff are also able to provide feedback via the UOW Enterprises Intranet Feedback Centre located at: https://staff.itc.com.au/fb/default.aspx.

4.3 All Feedback, submitted via the Internal Feedback Centre or the publicly accessible UOW College Feedback page, is handled using the same Feedback Procedure.

4.4 The Feedback Centre does not allow for any Feedback to be submitted anonymously. Whilst the Internet Feedback Page does allow for the submission of anonymous Feedback, anonymous feedback is not able to easily be addressed.

4.5 If anonymous Feedback is submitted it is not easily addressed and the Contributor is not able to be informed of any actions taken. The Policy Officer and Law Clerk, and the relevant Manager will address the Feedback to the best of their ability given limited details.
5 Flowchart

**Contributor submits feedback** (via Intranet Feedback Centre, or Internet Feedback Page)

- **Feedback Number will automatically be generated with confirmation email sent by Policy Officer and Law Clerk to acknowledge receipt of the Feedback.**

**Is the Feedback Covered by the scope of the Feedback Policy?**

- **Yes**
  - Policy Officer and Law Clerk to forward to relevant Manager within 2 business days for action.
  - Manager/Executive to investigate and address Feedback.
  - Is Feedback addressed?
    - **Yes**
      - Manager to respond directly to Contributor providing resolution/action/response.
      - Manager to Cc in Policy Officer and Law Clerk in to all correspondence.
    - **No**
      - Manager to escalate to relevant Executive.
  - Policy Officer and Law Clerk to record Feedback outcome in Feedback Register (Staff, Student), and close item.

- **No**
  - The Feedback Centre does not allow for any Feedback to be submitted anonymously. Whilst the Internet Feedback Page does allow for the submission of anonymous Feedback, anonymous feedback is not able to easily be addressed.
  - If anonymous Feedback is submitted the Policy Officer and Law Clerk will not send acknowledgement of receipt email. Feedback will proceed to ask, “Is the Feedback covered by the scope of the Feedback Policy?”

**Contributor may request the matter to be readdressed through the above process if not happy with the outcome.**

**Policy Officer and Law Clerk to report Feedback to UOWE Quality and Compliance Committee.**
6 Roles & Responsibilities

6.1 The Policy Officer and Law Clerk will be responsible for coordinating the Feedback. The Policy Officer and Law Clerk will also be responsible for maintaining the central feedback register.

6.2 Managers are responsible for addressing the Feedback and must provide timely responses to Contributors in the first instance.

6.3 Should a Feedback item require escalation, the relevant member of the Executive will be required to address the Feedback item.

7 Version Control Table

<table>
<thead>
<tr>
<th>Version Control</th>
<th>Date Effective</th>
<th>Approved By</th>
<th>Amendment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start from 1</td>
<td>08/03/11</td>
<td>Marisa Mastroianni</td>
<td>New Procedure</td>
</tr>
<tr>
<td>2</td>
<td>27/04/11</td>
<td>Julie Renwick</td>
<td>Steps for handling feedback related to business processes</td>
</tr>
<tr>
<td>3</td>
<td>05/08/11</td>
<td>Julie Renwick</td>
<td>Steps for handling business processes updated</td>
</tr>
<tr>
<td>4</td>
<td>09/08/11</td>
<td>Julie Renwick</td>
<td>Reference to Controlled Documents Procedure added.</td>
</tr>
<tr>
<td>5</td>
<td>03/12/14</td>
<td>Director Legal and Governance</td>
<td>Replacement of Staff Feedback Handling Procedure, include staff and students, rebranded, process amended to reflect online systems.</td>
</tr>
</tbody>
</table>