FEEDBACK POLICY

Approved by: Executive Director Legal and Governance
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Revision: 4

Custodian: Policy Officer and Law Clerk

Supporting Documents, Procedures & Forms:
- Grievance Procedure
- Harassment Policy
- Anti-Bullying Policy
- Critical Incident or Risk Reporting Policy
- Anti-Fraud and Anti-Corruption Policy
- Feedback Procedure

References & Legislation:

Hardcopies of this document are considered uncontrolled please refer to the UOW College website or UOW Enterprises intranet for the latest version.
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1 Purpose of Policy

1.1 UOW Enterprises encourages all stakeholders 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 Policy 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 Policy

2.1 This policy applies to all staff, students and other stakeholders of UOW Enterprises, including those associated with UOW College.

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

3 Definitions

<table>
<thead>
<tr>
<th>Word/Term</th>
<th>Definition</th>
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</thead>
<tbody>
<tr>
<td>Feedback</td>
<td>Any opinion or comment, either positive or negative, including:</td>
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<tr>
<td></td>
<td>- compliments,</td>
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<tr>
<td></td>
<td>- complaints</td>
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<tr>
<td></td>
<td>- suggestions for improvement, and</td>
</tr>
<tr>
<td></td>
<td>- business opportunities.</td>
</tr>
<tr>
<td>Contributor</td>
<td>Any person providing Feedback.</td>
</tr>
</tbody>
</table>

4 Policy Principles

4.1 UOW Enterprises has adopted the following principles for addressing feedback:
   a. Feedback will be addressed in a fair and impartial manner,
   b. Feedback will be responded to within 10 working days,
c. Feedback handling processes will be conducted in a manner that is respectful of all parties,

d. it is expected that Feedback is made in good faith and is not vexatious or malicious,

e. Feedback can be raised in an environment free from fear of retribution or victimisation, and

f. the confidentiality of all parties involved should be respected at all times, subject to the need to fully investigate the Feedback and any legal requirements for disclosure.

5 **Policy Statement**

5.1 UOW Enterprises encourages staff and other stakeholders to, wherever possible, approach the person(s) directly involved to discuss the matter in the first instance.

5.2 UOW Enterprises is committed to acknowledging and responding promptly to Feedback from staff and other stakeholders.

6 **Monitoring and Reporting**

6.1 Managers and the Executive are responsible for ensuring all Feedback is recorded, monitored and addressed.

6.2 Managers have responsibility for administering effective and efficient Feedback handling processes. A summary of actions taken or decisions made during the Feedback handling process are to be reported to the UOW Enterprises Quality and Compliance Committee.

6.3 Analysis and trending of Feedback will be undertaken to assist with strategic planning and also with review and improvement processes, and will be reported to the UOW Enterprises Quality and Compliance Committee.

7 **Feedback Handling**

7.1 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.

7.2 Staff are also able to provide feedback via the UOW Enterprises Intranet Feedback Centre located at: https://staff.itc.com.au/fb/default.aspx.
7.3 Feedback submitted via the Internal Feedback Centre or the publicly accessible UOW College Feedback page is handled using the same Feedback Procedure.

7.4 UOW Enterprises is committed to using Feedback to help improve processes and services. UOW Enterprises encourages Contributors to include suggested actions when submitting their feedback.

7.5 A Contributor may provide Feedback which requests a service, process or resolution which cannot be provided due to policy, legislative, funding or other reasons. In these instances, the Feedback request will be discussed with the Executive to determine a relevant and appropriate response.

7.6 If a Contributor is dissatisfied with:
   a. the Feedback handling process,
   b. progress with responding to their Feedback, or
   c. the response to or outcome of their Feedback,
   d. they may either refer it back to the relevant Manager to be re-addressed or request it be escalated to the next level of Management.

7.7 The Contributor will be advised of alternative forms of internal recourse available if they are not satisfied with the decision or action taken.

7.8 Where complaints are unable to be resolved through the Feedback handling process the Contributor will be referred to the relevant Grievance Procedure.

7.9 Progress of Feedback will be monitored until all reasonable internal options of recourse have been exhausted or the Contributor is satisfied.

7.10 Anonymous Feedback will be registered, however their nature limits the ability to investigate and respond to the contributor.

8 Training

8.1 Relevant Staff will be trained to ensure they have the appropriate skills and knowledge to handle Feedback with confidence and professionalism.

9 Responsiveness

9.1 In cases where the Feedback has not been made in person or through a survey process, lodgement will be acknowledged in writing.
9.2 Contributors will be informed of the progress of their Feedback by the relevant Manager throughout the course of the Feedback handling process.

9.3 Details including reasons where appropriate, of the decision or action taken in response to their Feedback will be communicated to the Contributor.

9.4 Every effort will be made to ensure Feedback is addressed and closed within a timely manner.

9.5 The Policy Officer and Law Clerk will be responsible for checking user satisfaction with the Feedback handling process.

10 Version Control and Change History

<table>
<thead>
<tr>
<th>Version Control</th>
<th>Date Effective</th>
<th>Approved By</th>
<th>Amendment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>08/03/2011</td>
<td>Marisa Mastroianni</td>
<td>New Policy</td>
</tr>
<tr>
<td>2</td>
<td>02/08/2011</td>
<td>Donyahl Levett</td>
<td>Updated references from WCA to UOW College.</td>
</tr>
<tr>
<td>3</td>
<td>03/12/2014</td>
<td>Director Legal and Governance</td>
<td>Reflect branding changes – move to new template/titles – no content change.</td>
</tr>
<tr>
<td>4</td>
<td>21/07/2016</td>
<td>Compliance Officer</td>
<td>Minor change only – College branding and document formatting updated.</td>
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