



# FEEDBACK POLICY

<b>Approved by:</b>	Executive Director, Legal and Governance	<b>Date:</b>	21 March 2017
<b>Date Effective:</b>	21 March 2017	<b>Date of Next Review:</b>	21 March 2019
<b>Document No:</b>	POL-QC-03	<b>Revision:</b>	5
<b>Custodian:</b>	Manager, Regulatory Affairs and Policy		
<b>Supporting Documents, Procedures &amp; Forms:</b>	<a href="#">Student Conduct Policy</a> <a href="#">Student Grievance Procedure</a> <a href="#">Harassment Policy (Staff)</a> <a href="#">Anti-Bullying Policy (Staff)</a> <a href="#">Critical Incident or Risk Reporting Policy</a> <a href="#">Anti-Fraud and Anti-Corruption Policy (Staff)</a> <a href="#">Feedback Procedure</a>		
<b>References &amp; Legislation:</b>			



**UOW**  
COLLEGE

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## 1 Purpose of Policy

1.1 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 This policy does not apply in the following instances which fall within the scope of other UOW Enterprises or UOW College policies:

- A grievance or serious complaint;
- An allegation of harassment or bullying;
- Critical instance reporting; or
- Allegations of fraudulent behaviour or alleged corruption.

The Policy and Compliance Officer will advise the contributor of the appropriate policy and channel should feedback of the nature above be received through feedback channels.

## 3 Definitions

Word/Term	Definition
Feedback	Any opinion or comment, either positive or negative, including but not limited to: <ul style="list-style-type: none"> <li>- Compliments;</li> <li>- Complaints;</li> <li>- Suggestions for improvement; and</li> <li>- Business opportunities.</li> </ul>
Contributor	Any person providing Feedback.
Feedback Channels	Encompasses both formal and informal means of giving feedback.

## 4 Policy Principles

- 4.1 UOW Enterprises encourages all stakeholders to provide Feedback including ideas, suggestions for improvements, complaints and business opportunities.
- 4.2 UOW Enterprises is committed to an effective and efficient Feedback handling system which facilitates a safe and cooperative environment for work and learning.
- 4.3 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.
- 4.4 UOW Enterprises encourages all staff and stakeholders to, wherever possible, approach the person(s) directly involved to discuss the matter in the first instance.
- 4.5 Wherever possible, feedback will be used to drive continuous improvement of processes and procedures.
- 4.6 UOW Enterprises has adopted the following principles:
  - 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 Feedback Systems

- 5.1 Feedback portals are provided on both the UOW College webpage (externally facing) and on the UOW Enterprises Intranet (internally facing).
- 5.2 Feedback submitted via both channels will be handled according to the Feedback Procedure.

## 6 Training

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

## 7 Responding to feedback

- 7.1 Feedback will be promptly acknowledged in writing when received through the online feedback portals.
- 7.2 Contributors will be informed of the progress of their feedback by the relevant manager throughout the course of the feedback handling process.
- 7.3 In responding to feedback, program managers should include details as to the relevant policy or procedure and where appropriate, the rationale of the decision or action subject to the feedback.
- 7.4 In instances where the contributor which requests a service, process or resolution that cannot be provided due to policy, legislative, or other reasons, the feedback should be discussed with the Executive to determine a relevant and appropriate response.
- 7.5 Progress of feedback will be monitored until all reasonable internal options of recourse have been exhausted or the contributor is satisfied.
- 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;
- they may either refer it back to the relevant Manager to be re-assessed or request it be escalated to the next level of Management.
- 7.7 Where the Contributor remains unsatisfied with the response, decision or action taken, they will be advised of alternate internal forms of recourse available.
- 7.8 Anonymous Feedback will be registered, however their nature limits the ability to investigate and respond to the contributor.



## 8 Version Control and Change History

Version Control	Date Effective	Approved By	Amendment
1	08/03/2011	Marisa Mastroianni	New Policy
2	02/08/2011	Donyahl Levett	Updated references from WCA to UOW College.
3	03/12/2014	Director Legal and Governance	Reflect branding changes – move to new template/titles – no content change.
4	21/07/2016	Compliance Officer	Minor change only – College branding and document formatting updated.
5	21/03/2017	Executive Director, Legal and Governance.	Review in line with the Policy Review Cycle. Policy simplified, information duplicated in procedure removed.