FEEDBACK PROCEDURE

Approved by:	Executive Director, Legal and Governance	Date:	21 March 2017
Date Effective:	21 March 2017	Date of Next Review:	21 March 2019
Document No:	PR-QC-03.1	Revision:	7
Custodian:	Manager, Regulatory Affairs and Compliance		
Supporting Documents, Procedures & Forms:	Feedback Policy POL-QC-03		

Contents

1   Purpose of Procedure

1.1   The purpose of this procedure is to:

- provide a transparent and consistent approach to the handling and monitoring of Feedback across the organisation, and

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

- a grievance or serious complaint

- an allegation of harassment or bullying

- critical instance reporting

- 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 (with examples if required)
Contributor	A person providing Feedback
Executive	Those employees with authority for a division. This includes: • Chief Financial Officer/Director Corporate Services • Executive Director Legal and Governance, • UOW College General Manager, • Group Human Resources Manager • and the Group Chief Executive Officer.
Feedback	Any opinion or comment, either positive or negative, including: • compliments, • complaints • suggestions for improvement, and • business opportunities.
Manager	Any employee with authority for a business unit.
Staff	All Australian Employees of UOW Enterprises including; full-time, part-time, sessional, and casual staff.
Students	Any person enrolled in any course at UOW College.

4 **Flowchart**
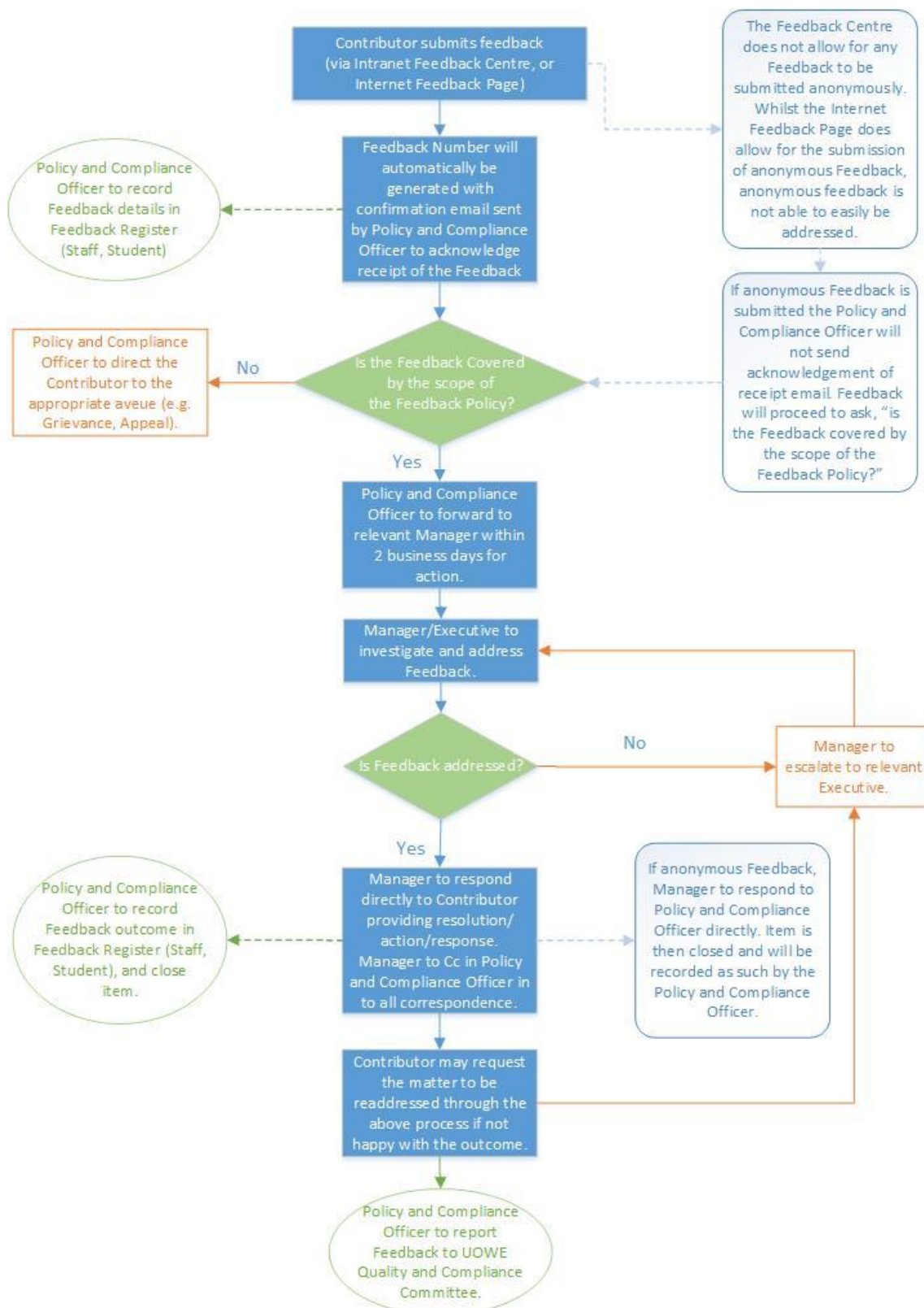
5 Responsibilities

5.1 The Policy and Compliance Officer is responsible for:

- Acknowledging all feedback within two working days
- Forwarding feedback to the appropriate program manager and advising of response timeframes
- Recording all feedback in a central register, including closing feedback items,

5.2 Manager, Regulatory Affairs and Policy is responsible for:

- Reporting trends in feedback to relevant managers and the UOW Enterprises Quality and Compliance Committee

5.3 Program Managers are responsible for:

- Addressing feedback within the timeframe identified by the Policy and Compliance Officer
- Establishing internal processes which promote effective and efficient feedback handling processes
- Providing the UOW Enterprises Quality and Compliance Committee a summary of actions or decisions made

5.4 UOW Enterprises Executive are responsible for:

- Managing feedback in instances where it has been escalated to them by the relevant program manager or at the request of the contributor.

6 Version Control Table

Version Control	Date Effective	Approved By	Amendment
1	08/03/11	Marisa Mastroianni	New Procedure
2	27/04/11	Julie Renwick	Steps for handling feedback related to business processes added.
3	05/08/11	Julie Renwick	Steps for handling business processes updated
4	09/08/11	Julie Renwick	Reference to Controlled Documents Procedure added.
5	03/12/14	Director Legal and Governance	Replacement of Staff Feedback Handling Procedure, include staff and students, rebranded, process amended to reflect online systems.
6	21/07/2016	Compliance Officer	Minor change only – College branding, position title and document formatting updated.
7	21/03/2017	Executive Director, Legal and Governance.	Review in line with the Policy Review Cycle. Procedure simplified, information duplicated from the Policy removed.