



**SERVICE FEEDBACK POLICY**

Swinburne University of Technology is committed to the provision of excellent customer service and welcomes all feedback in order to recognise best practice and to provide continuous improvement to our processes and service.

As part of this ongoing commitment to quality, students, staff and other recipients of the University's services have the opportunity to register any feedback they may have regarding the quality of the service received. Where practicable, every effort will be made to respond to named clients as appropriate within a thirty day period. All comments, suggestions and complaints will be carefully monitored and, where appropriate, quality improvement measures introduced.

**DETAILS OF FEEDBACK**

DATE

DEPARTMENT /  
UNIT

- Information Technology Services (ITS)
- Information Resources (Library)
- Facilities and Services
- Student Operations
- Others \_\_\_\_\_

**OPTIONAL CONTACT DETAILS**

Should you choose to provide your contact details we will keep you informed of the outcomes of the investigation into your feedback and seek clarification if required.

Name

Address

Telephone Number

E-mail Address

**DETAILS OF FEEDBACK (continued)**

Please make any suggestions that would help in improving the service.

Service Feedback Form

Please indicate if you are	<input type="checkbox"/> a Student	<input type="checkbox"/> a Staff Member	<input type="checkbox"/> a Visitor
Would you like us to contact you in relation to this feedback?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	