

SECTION 1 - OVERVIEW

As part of Swinburne's ongoing commitment to quality, students have the opportunity to register any complaints, suggestions and compliments they may have regarding the quality of the academic, administrative and support services that the University provides. All feedback will be carefully reviewed and where appropriate quality improvement measures introduced.

In most circumstances Swinburne will acknowledge receipt of your feedback with 2 working days.

SECTION 2 - DETAILS OF COMPLAINT, SUGGESTION OR COMPLIMENT

Date	
Where are you enrolled?	<input type="checkbox"/> TAFE <input type="checkbox"/> Higher Education <input type="checkbox"/> Sarawak <input type="checkbox"/> Swinburne College <input type="checkbox"/> NICA <input type="checkbox"/> Other
Which Faculty/ School/Department?	
Feedback relates to which area?	<input type="checkbox"/> Academic <input type="checkbox"/> Administration <input type="checkbox"/> Support Services <input type="checkbox"/> Other

Could you please provide us with some details of your complaint, suggestion or compliment?

SECTION 3 - FURTHER INFORMATION ON COMPLAINTS

What action would you like us to take to resolve the complaint?

Have you spoken to a Swinburne staff member about your complaint? No

Yes → _____

(Name of Swinburne staff member you spoke to)

Did you want Swinburne to follow up with you about the complaint?

No

Yes → Please provide your contact details in section 4 (overleaf)

SECTION 4 – CONTACT DETAILS.

Name	
Student ID	
Address	
Telephone Number	
E-mail address	

PRIVACY

Swinburne University of Technology collects, uses and destroys your information in accordance with our Privacy Policy, which can be found at <http://policies.swinburne.edu.au/ppdonline/showdoc.aspx?recnum=POL/2008/166>. If you have any queries relating to information included on this form please contact the Strategic Planning and Quality Office on (03)9214-5404 or by email spq@swin.edu.au

Thank you for your interest. You may submit your form by one of the following means:

1. Personally submitting it to Strategic Planning and Quality Unit – Level 1, Swinburne Place South, 24 Wakefield Street, Hawthorn
2. Mailing the form to the Strategic Planning and Quality, PO Box 218, Hawthorn 3122.
3. Lodging at a reception area who will forward to Strategic Planning and Quality, Mail H83

This form may also be completed and submitted electronically at http://www.swin.edu.au/corporate/feedback/service_feedback_student.htm

Office Use Only

Date Received		Received by	
Strategic Planning and Quality Unit		Date Logged	