



Swinburne University of Technology
Service Feedback Form



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 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 stakeholders as appropriate within a ten day period. All comments, suggestions and complaints will be carefully reviewed and monitored and, where appropriate, quality improvement measures introduced.

DETAILS OF FEEDBACK

DATE						
CAMPUS	<input type="checkbox"/> Croydon	<input type="checkbox"/> Hawthorn	<input type="checkbox"/> Healesville	<input type="checkbox"/> Lilydale	<input type="checkbox"/> Prahran	<input type="checkbox"/> Wantirna
DIVISION	<input type="checkbox"/> TAFE	<input type="checkbox"/> Higher Education (Hawthorn/Prahran)	<input type="checkbox"/> Higher Education (Lilydale)	<input type="checkbox"/> Corporate Services		
FACULTY/SCHOOL/ DEPARTMENT						

Please provide comments about our service:

In instances where the service could be improved, what do you believe was the cause of the less than satisfactory service?

DETAILS OF FEEDBACK (continued)

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

Please indicate if you are a Student a Staff member a Visitor

Would you like us to contact you in relation to this feedback? Yes No

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	

PRIVACY

Swinburne University of Technology collects, uses and destroys your information in accordance with our Privacy Policy, which can be found at <http://ppd.swin.edu.au/humres/HumanResources.htm> . 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. For external, mailing the form to the Strategic Planning and Quality, PO Box 218, Hawthorn 3122.
3. For internal, mail to Strategic Planning and Quality, Mail H83

This form may also be completed and submitted electronically at http://www.swinburne.edu.au/corporate/spq/service_feedback.htm

Office Use Only

Date Received		Received by	
Strategic Planning and Quality Unit		Date Logged	