

Feedback Policy

Commencement Date: 01 December 2008

Category: Quality Assurance

1. PURPOSE

This document is to establish guidelines for managing feedback received from stakeholders.

2. APPLICATION

Students, staff, business partners, parents

3. EXCEPTIONS

NIL

4. POLICY STATEMENT

Curtin Singapore is committed to providing a stimulating, safe and ethical environment for all its stakeholders.

Curtin Singapore welcomes feedback from stakeholders which can be used to continuously improve the provision of academic programs by the campus.

It is recognised that from time to time situations may arise on which stakeholders may wish to provide feedback to Curtin Singapore.

Curtin Singapore will implement a procedure for the management of feedback received in an efficient manner which is student and customer focussed. Within the procedure shall be proviso for the matter to be responded to and settled within 21 days of receipt of the feedback.

A centralised recording system shall be established to record and track all feedback.

Directors have overall responsibility for the resolution of feedback within their departments.

All staff at Curtin Singapore will be made aware of the importance of feedback and the Feedback policy and associated procedures.

5. OBJECTIVES

To ensure feedback is managed professionally and in a timely manner in accordance with the policy and procedure.

RESPONSIBILITIES	
Policy Owner	Pro Vice-Chancellor
Contact	Quality Officer
Review Date	02 December 2012

Any hard copy (Printed) version of this document is to be regarded as out of date. The current revision can only be verified by direct reference to the Shared Drive.

Revision Ref No	Approved/Rescinded	Date	Committee /Board	Document Reference
Version 1	Approved	01 Dec 08	Executive Committee	Nil
Version 1.1	Approved	01 Nov 09	Executive Committee	Change of logo and format
Version 2	Approved	08 Oct 10	Executive Committee	Executive Committee Meeting Minutes
Version 3	Approved	02 Dec 10	Executive Committee	Executive Committee Meeting Minutes