

Accountability Executive Committee			Title		
Document No. POL-QA-03	Version No. 3	Effective date 2/12/2010	Feedback Management Policy		
Approved by					
Controlled Document					
Pro Vice-Chancellor Singapore		Campus Director	Director of Finance and Administration	Director of Academic Services	Director of Marketing and Admissions
Related Documents NA					

CATEGORY: QUALITY ASSURANCE AND COMPLIANCE

1. PURPOSE

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

2. OBJECTIVES

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

3. APPLICATION

Students, staff, business partners, parents

4. EXCEPTIONS

Nil

5. POLICY STATEMENT

- 5.1 Curtin Singapore is committed to providing a stimulating, safe and ethical environment for all its stakeholders.
- 5.2 Curtin Singapore welcomes feedback from stakeholders which can be used to continuously improve the provision of academic programs by the campus.
- 5.3 It is recognised that from time to time situations may arise on which stakeholders may wish to provide feedback to Curtin Singapore.
- 5.4 Curtin Singapore will implement an efficient feedback management system for feedbacks received which is student and all stakeholders focused. Within the feedback management system shall be proviso for the following:
 - 5.4.1 All feedbacks will be responded to and settled within 21 working days from the day of receipt.
 - 5.4.2 The feedback management system will have provisions for dispute resolution matters which must be aligned to the dispute resolution provisions in line with the requirements of the Private Education Act and the EduTrust Certification.
 - 5.4.3 The feedback management system shall be clearly communicated to all students and stakeholders.
 - 5.4.4 The feedback management system shall be reviewed annually for continual improvement
- 5.5 Feedbacks which lead to dispute resolution matters in the areas of both students' academic status and non-academic status will be treated in accordance to the corresponding relevant policies of Curtin University.
- 5.6 A centralised recording system shall be established to record and track all feedback.

- 5.7 Directors have overall responsibility for the resolution of feedback within their departments.
- 5.8 All staff at Curtin Singapore will be made aware of the importance of feedback and the Feedback policy and associated procedures.
- 5.9 Curtin Singapore will provide a feedback complaints resolution structure that supports staff members to resolve complaints at the most appropriate level and at the earliest opportunity.
- 5.10 Curtin Singapore will provide a complaint reporting and resolution process that contributes to the continuous improvement cycle so that the potential and opportunity for incidents to be repeated are minimised.
- 5.11 The Feedback Management Policy shall be reviewed annually for continual improvement.