

HAVE YOUR SAY form

Thank you for taking the time to let us know. Your observations are important to us. Please tick the relevant area and your comments will be forwarded to the appropriate section for their action.

COMPLIMENT FOR A STAFF MEMBER – It is always gratifying when the excellent service provided by our teaching and administration staff is recognised and acknowledged.

FEEDBACK - UQ College encourages student and community feedback as part of our continuous improvement strategy.

COMPLAINT – Although we endeavour to make every experience great sometimes facilities, processes or people can let us down. **Note:** *If you wish to raise a learning or educational issue, please discuss this matter first with your teacher or the General Manager- Education and Training.*

Last Name:		First Name:	
Phone No.:		Student No. (if relevant)	
Address:			
Email:			

Details of Compliment / Feedback / Complaint

Please outline the nature of your comments. If you are lodging a complaint, please include what action you have taken to date, who you have discussed the matter with, and what response you received. Please attach any documentation that you believe is relevant to this situation.

Feedback / Complaint – What Outcome are you requesting from this process?

This is a two page form – to progress your remarks, the form must be signed by you on Page 2.

Confidentiality Request

Do you wish your details to be kept Confidential?

(Note: If your complaint is about a staff member we will not release your details to them unless you grant us your authorisation)

YES

NO

What happens after my form is submitted?

The process of dealing with a complaint will commence within 5 working days and you will receive a written response of the outcome including the rationale for any decision within 10 business days. A meeting may be arranged to discuss the matter further.

Privacy disclaimer

UQ College is collecting the information on this form in accordance with the *Information Privacy Act 2014* in order to evaluate client feedback for the purpose of continuous business improvement. Only authorised UQ College Staff have access to this information. Your personal information will not be disclosed to any other third party without your consent, unless authorised or required by law.

Submit this form by:

1. if Outlook compatible, send via the Submit button below
 2. emailing to: admin@uqcollege.edu.au including attachments, if required.
 3. placing in the 'Have Your Say' box located at UQ College Reception, Building 82E on Level 3.
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Thank you again for your feedback

Your Signature: typed is acceptable		Date:	
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UQ College Office only

Receive & Forward		Date	
Initial Action By		Date	
Response By		Date	
Closed By		Date	