



Customer Feedback Policy & Procedure

1. Purpose

This policy document provides information to customers and staff regarding submission and management of customer feedback and improvement requests. It applies to all customer feedback associated with the operations of the Brush Farm Corrective Services Academy (BFCSA). Exceptions to this policy and procedure are appeals against assessment decisions and complaints relating to BFCSA training and assessment activities. These are dealt with under a separate policy or course evaluations which are managed via the Student Information System (SIS) and the relevant Training Unit Manager.

2. Scope

This policy will apply wherever a code of conduct, policy and procedures document or set of instructions outlining appropriate steps to take in the case of customer feedback or improvement requests does not exist.

3. Definitions

Customer – is defined as being any visitor or stakeholder and includes all employees of Corrective Services NSW.

RTO - Registered Training Organisation

CSNSW – Corrective Services NSW

BFCSA – Brush Farm Corrective Services Academy

SIS – Student Information System

ASQA – Australian Skills Quality Authority

4. Policy Statement

BFCSA encourages feedback from both internal and external customers. BFCSA will ensure that customers, staff and stakeholders are provided with the opportunity to submit feedback, and improvement requests about the services provided by BFCSA. BFCSA will conduct regular feedback sessions with stakeholders, which may take the form of surveys, group sessions, focus groups or course evaluations. BFCSA will review all feedback received and take action accordingly.

5. Responsibility

It is the responsibility of the user of the document to ensure that the most current version is being applied.

It is the responsibility of the Administration & Finance Manager to ensure that this policy document is regularly reviewed and to ensure the most current approved version is available online and publicly available.

The Customer Service Officer is responsible for processing and recording all Customer Feedback and Improvement requests received. Allocation of Customer Feedback and Improvement requests to ensure appropriate action is the responsibility of the Administration and Finance Manager.

Warning – Uncontrolled when printed! The current version of this document is kept on EDRMS.

6. Legislative Context

Nil

7. Changes and Updates

All policies and procedures are subject to ongoing revisions to reflect systems improvements. All online documentation is considered to be the current version.

8. Monitoring and evaluation

These procedures will be reviewed three years from the date of implementation, or earlier should a review be warranted.

9. Associated Documents

Complaints & Appeals Policy & Procedure (D09/073982)
CSNSW Grievance Resolution Procedure
Justice NSW Code of Ethics and Conduct Policy
BFCSA Participants' Rights and Responsibilities Charter (D09/074000)
BFCSA Code of Conduct and Ethics (D11/533771)
BFCSA Customer Feedback Form (D13/014665)
Customer Feedback Report
BFCSA Records Management Policy & Procedure (D12/445920)
BFCSA Creating & Controlling Documents Policy & Procedure (D09/073984)

10. Procedure

10.1. Who Can Lodge Feedback

Any person or group of people who are customers of BFCSA can lodge customer feedback and improvement requests.

10.2. Lodging Feedback

All Customer feedback and improvement requests should be in writing and can be lodged via:

- the BFCSA Customer Feedback Form which is available from BFCSA Reception, Education Building and Bistro.
- Customer service enquiry or request link located within Contact Us section of BFCSA website (www.bfcsa.nsw.gov.au), or
- using the Academy e-mail address (Contact_BFCSA@justice.nsw.gov.au)

Once completed the form should be sent to the Customer Service Officer or deposited in the 'Feedback/Suggestion Box' located in Reception, Bistro and the Education Building. The House Officer has responsibility for clearing these boxes on a daily basis. The Customer Service Officer will review these forms and the Contact Us and Academy e-mail folders within Outlook. The Customer Service Officer will register the feedback and refer it to the Administration & Finance Manager. The Administration & Finance Manager will refer the matter to an appropriate Unit Manager, where required, for investigation and action.

10.3. Feedback about Employees

Complaints about employees of CSNSW will generally be dealt with in accordance with CSNSW's Grievance Resolution Procedure.

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10.4. Other Feedback

Feedback will be investigated by an appropriate officer and action taken as per 10.2. In the case of a conflict of interest, the feedback will be referred to the Director, Academy and Operational Training

10.5. Response to Customer

Where contact details have been provided by the customer, the Administration & Finance Manager will ensure that the person lodging the feedback receives a written response within one month of the feedback being registered. The Customer Service Officer will place a copy of the response with the original feedback and save into the relevant EDRMS container. Where the feedback is made in relation to the Customer Service Officer's area of responsibility the Manager will assign an investigating officer, obtain a report and ensure that a written response is forwarded to the person. A copy of the feedback received and response will be forwarded to the Customer Service Officer.

10.6. Review of Customer Feedback Actions

A monthly Customer Feedback Report will be provided by the Administration & Finance Manager to the Director, Academy and Operational Training for review and, as required, at the monthly Brush Farm Academy Executive Meeting. The Administration & Finance Manager will also ensure that an annual report is produced prior to the business planning meeting.

10.7. Unsatisfactory Outcomes

If a customer does not receive a response from the BFCSA or is not satisfied with the outcome they can submit a counter response to the Director Academy and Operational Training, who will investigate the matter and provide a written response within one (1) month. A copy of all further documentation is to be provided to the Customer Service Officer for placement within the relevant EDRMS container..

10.8. Record Keeping

All original Customer Feedback Forms are scanned into the relevant EDRMS container by the Customer Service Officer, along with a copy of the written response to the customer and any other relevant reports or documents.

Details of reports submitted at the Brush Farm Academy Executive Meeting are to be minuted.