

 The College of Nursing	A.6.29 Feedback by students, fellows, members and visitors to the College.		Date of issue: Dec 2008
	Ratified by: Executive		Last Reviewed:
	Reviewed by: Director Professional Services		Due for next review: Dec 2010
	No of Pages: 3	Version: 1	Last amended:

Intent:	To enable students, fellows, members and other visitors to the College premises to provide feedback to the College on any facilities or services they may access.
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Policy Statement

This policy refers to the facilities and services of the College used by students, fellows, members and other visitors to the College premises at Burwood, NSW.

This policy does not refer to complaints of an academic nature. The process for those complaints is clearly detailed in the General Course Regulations.

Approach

Public areas of the College display clear signage (Attachment One) indicating that the College attempts to provide optimal facilities and services for the use of students, fellows, members and other visitors and inviting their comment. These signs are located in all bathrooms, in the tearooms provided for students, in all classroom areas including clinical rooms and in the library.

This policy and an electronic copy of the feedback form (Attachment Two) are also posted on the College web site.

Feedback through the web site is also possible through a direct email address feedback@nursing.edu.au

All feedback provided to the College is recorded and used as part of the College's quality improvement processes.

Collection boxes at reception and in the library are cleared daily by mailroom staff and delivered to the Executive Assistant, Professional Services Directorate (EA, PSD). The mail box is also cleared daily by the EA, PSD. All feedback is recorded in the College Process Improvement Program (PIP) database and appropriate referrals made or actions instigated by the EA, PSD.