



Customer Feedback Policy

This policy supports the Office of the Student Identifiers Registrar (OSIR) to manage compliments, complaints and feedback in a fair, effective and consistent manner that is responsive to the needs of our customers.

The OSIR aims to achieve excellence in service delivery. To accomplish this, we will strive to continually improve the services we provide. Compliments, complaints and suggestions for improvement are the most immediate and effective forms of feedback that will assist efforts to improve our service.

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Who needs to comply with this policy

This policy and the related procedure applies to all OSIR employees, contractors and staff seconded from other agencies.

What is covered by this policy

This policy relates to all customer and stakeholder feedback, including compliments, complaints and feedback, such as comments or suggestions, made directly to the OSIR about service delivery including our website, policy content and application.



This policy does not apply to a complaint about the exercise of a statutory discretion or to decisions made by the Student Identifiers Registrar that are subject to review by the Administrative Appeals Tribunal in accordance with section 13 of the *Student Identifiers Act 2014* (Cth).

Definitions

Compliment is positive feedback about our products, services, staff or the handling of a complaint. It can recognise a skill, behaviour or activity of the organisation as a whole, an organisation's business unit, or individual staff member.

Complaint is negative feedback and an expression of dissatisfaction related to our products, services, staff or the handling of a complaint.

Feedback is any opinion, comment, suggestion or expression of interest or concern made about our products, services, staff or the handling of a complaint or other matter.

Customer is the recipient of a service or product of the OSIR. Predominately the OSIR's customers are:

- students
- parents, guardians and third parties of a student (where granted permission to access a student's account)
- education and training providers
- representative bodies of education and training providers.

Stakeholder is a party that has an interest in the OSIR and can either affect or be affected by the products, services, actions, objectives and policies of the OSIR.

Our policy position

The OSIR welcomes, values and encourages compliments, complaints and feedback. Compliments help us understand what is working well and acknowledge staff members who are providing an excellent service. Complaints and suggestions for improvement are an opportunity to resolve issues and enhance our products and services.



Guiding Principles

In the management of compliments, complaints and feedback the OSIR will be guided by the following principles:

- **Accessibility** – We will provide easy ways to submit complaints, compliments and feedback through a variety of flexible and convenient methods, which support those who need it.
- **Responsiveness** – We will acknowledge all compliments, complaints and feedback and maintain good communication with complainants throughout the process about expected timeframes, outcomes and of relevant avenues of further review. At a minimum complaints will be acknowledged within five business days. While we strive to deal with complaints at the first point of contact, where review is required, we will aim to finalise complaints within 30 business days. If, due to the nature of the issue, more time is required the OSIR will communicate this to the complainant. The OSIR maintains processes and procedures to support consistent and high quality management of this information.
- **Confidentiality** – The OSIR is committed to customer privacy in accordance with its Privacy Policy, which can be found here: <https://www.usi.gov.au/documents/our-privacy-values>.
- **Customer centricity** – We will respond to all customer and stakeholder contact in an equitable, objective, consistent and unbiased manner. A customer-focused approach will be adopted supported by promoting an open, responsive and non-confrontational process.

Continuous Improvement – We will collect, monitor and evaluate our performance and where appropriate, implement changes to help us grow and improve our standard of customer service and overall performance. This policy is supported by a *Compliments, Complaints and Feedback Procedure* and staff are suitably trained to support the management and review of all compliments, complaints and feedback.