

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.

Who needs to comply with this policy?

This policy and the related procedure apply 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, 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

We welcome, value and encourage compliments, complaints and feedback. Compliments help us understand what is working well and acknowledge staff members who are providing 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 flexible and convenient methods
- **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 aim to finalise complaints within 30 business days. If more time is required, we will communicate this to the complainant. We maintain processes and procedures to support consistent and high-quality management of this information.

- **Confidentiality** – We are committed to customer privacy in accordance with our [Privacy Policy](#)
- **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.

