University services feedback
Feedback response guidelines

These guidelines are to support Service Leads and Feedback Respondents responding to feedback received through the online feedback form. The feedback management process is governed by the University services feedback policy.

Guidelines

1. Always attempt to make contact by phone or in person as part of the response process.

2. Address contributors by their first name during interactions. For example: *Dear Jane* or *Good Afternoon Peter.*

3. When responding to feedback, ensure that:

    a. The contributor feels **heard**. That their feedback is valued and considered.
    b. The respondent demonstrates **empathy** with the contributor's experience. Respond specifically to the issues brought up by the contributor.
    c. The respondent takes **accountability** for the issues experienced. Mistakes are admitted, areas for improvement are acknowledged and a sincere and meaningful apology is offered.
    d. The interaction has a clear **conclusion**. The contributor clearly understands what will become of their feedback or what resolution is provided.

4. When responding to feedback in writing:

    a. Begin interactions with the contributor by thanking them for their feedback.
    b. Avoid being defensive.
    c. Avoid the use of jargon, technical language and unfamiliar acronyms.
    d. While email correspondence may come from a functional email account, the author of all correspondence must be identified through the inclusion of a signature block.
    e. Ensure responses are carefully proofread and free of errors.
    f. Be clear and concise; avoid lengthy correspondence.
    g. Keep the tone of correspondence professional and positive. The use of humour, casual or friendly language and emoticons should be avoided.
    h. Never respond to feedback in haste or anger.

5. Divisions may develop templates or standardised wording to assist with written responses to common issues or themes, but all responses should be personalised on a case-by-case basis.

6. Share positive feedback with the mentioned team members, their supervisor and the appropriate Division Director or College General Manager.