Contributor notifications

The following are examples of the notifications generated by the University services feedback form through the process of receiving and responding to feedback submissions. These notifications are generated and sent automatically following actions by users within the eForm, including:

• A contributor submitting feedback
• A service lead responding to feedback
• A service lead assigning a feedback respondent
• A feedback respondent completing the response process
• A service lead marking a submission as not being feedback
Contributor notifications

On submission of feedback (receipt)

Feedback reference: 1000014219

We have received your submission. Thank you for taking the time to submit feedback to the University.

Submission details:
Received: 19/11/2017
Feedback type: Complain and feedback on a service
Feedback category: Finance systems and of fers

Feedback:

You will shortly be notified of the details of a sta member who will contact you about your feedback. We endeavour to respond to feedback within 10 business days.

For more information on how the University manages feedback, please see the University Services Feedback Policy.

*** This is an automatically generated email, please do not reply ***

Once a feedback respondent is assigned

Feedback reference: 1000014219

Your feedback submission has been updated.

Rohad Morgan, Project Manager (Service Improvement Group) has been assigned to respond to you. We endeavour to respond to feedback within 10 business days.

Submission details:
Received: 19/11/2017
Feedback type: Complain and feedback on a service
Feedback category: Finance systems and of fers

Feedback:

*** This is an automatically generated email, please do not reply ***
Thank you for your feedback about our PR system. I appreciate that our current system does not meet all the needs of its users, however, we are committed to making improvements in the near future.

As we discussed on the phone, our Service Division is looking at a range of initiatives to be implemented over the next 3 months.

We look forward to your further feedback on these initiatives as they are rolled out.

How did we do?

We'd like to hear how you found the process of submitting feedback on University services. Please log in to the eAssess to review this process. If you don't have a user account, you will automatically be sent an email.

Submission details:

Received: 14/12/2017
Feedback type: Feedback on complaint
Feedback category: Security, parking, transport and traffic

Feedback:

I've received a parking infringement notice and I have no intention of paying for it! I want to speak to someone and I can't figure out where to go. There are no instructions anywhere!

*** This is an automatically generated email, please do not reply ***
Contributor notifications

Where submission is not feedback (malicious)