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)

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Once a feedback respondent is assigned

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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 eFeedback to review this process. If you don’t have an account, the form will automatically close at 23/12/2017.

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)

Feedback reference: 1000015679

Your feedback submission has been updated.

The Director, Facilities and Services has received your submission and will be in contact with you soon. Thank you for contacting us.

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

Feedback:
Example of malicious or vexatious submission.

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