



Charles Sturt Campus Services Limited

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Wagga Wagga NSW 2678

COMPLAINTS PROCEDURE

From time to time feedback (both positive and negative) will be encountered; this feedback must be dealt with in a professional and timely manner.

To ensure feedback and service requests are tracked and recorded for analysis and reporting purposes, Charles Sturt University captures all feedback and service requests via its BEIMS/Pulse system.

It is acknowledged feedback may be communicated in a number of forms e.g.

- a telephone call
- an email or letter
- verbal correspondence
- a designated feedback form
- or other

If a service request is not forwarded to CSCS via a Pulse Work Order request, the recipient of the service request must ask the requestor to submit a Pulse Work Order request via their respective building administrator.

CSCS has developed a six step complaints procedure workflow to manage feedback;

Step 1

Feedback received.

Note. Feedback must be captured via CSU or client.

Step 2

Complete the CSCS Non-Conformance Improvement Action Feedback Form WHS134 Form

Step 3

Feedback data recorded in site Quality Register

Step 4

Corrective action coordinated

Step 5

Client or customer feedback provided where appropriate

Step 6

Complaint closed and details recorded in site Quality Register.

Quality Register entries reviewed at CSCS Workplace Improvement Meetings.

BEIMS request handed to the relevant DFM Campus administrator to close.