

Swinburne International

Feedback



Tell us what you think

Swinburne International is committed to providing good customer service, and we welcome your feedback. If our service exceeds your expectations, you believe it could be improved, or you would like to make a general comment, please let us know.

How to provide feedback to Swinburne International

In person

Please speak to any of our customer service staff.

Online

www.international.swinburne.edu/feedback

In writing

Please complete this form.

Would you like us to contact you in relation to your feedback?

Yes

No

Your contact details

Title _____ First name _____

Surname _____

Address _____

Postcode _____

Daytime phone _____

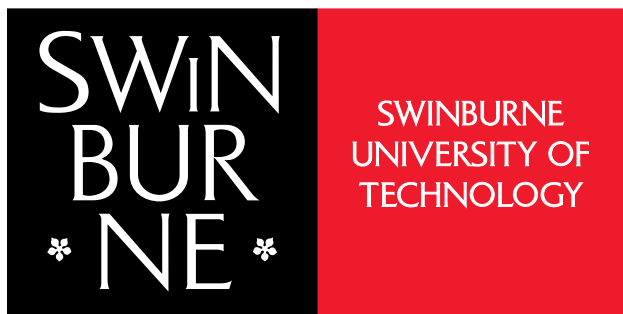
Email _____

Are you a

Student

Staff member

Other _____



Is your feedback a

- Complaint
 Comment
 Compliment

Please provide details

Please rate the following

	Very Good ☺	Good 😊	Average ☹	Poor 😞	Very Poor 😡
Helpfulness of SI staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of SI staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff understanding your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliability of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness and tidiness of SI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Signature _____

Date _____

Thank you for your feedback

What will we do with your feedback?

Compliments

We will give our staff member your compliment and will advise the Manager.

Comments

We will pass your comments on to the appropriate area and advise the Manager.

Complaints

We will let you know who is handling your complaint and advise the Manager.

Please send this form to:

Manager, Marketing and Communications
 Swinburne International
 PO Box 218
 Hawthorn VIC 3122

or submit it at Swinburne International.

Any questions?

email: siassist@swin.edu.au

Privacy

Swinburne University of Technology collects, uses and destroys your information in accordance with our Privacy Policy. For more information, see www.swinburne.edu.au/privacy

CRICOS Provider Code: 00111D