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**BRUSH FARM**  
CORRECTIVE SERVICES ACADEMY  
CORRECTIVE SERVICES NSW

## **CSNSW Academy Customer Feedback Policy and Procedure**



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# 1 Purpose

This policy and procedure outlines information regarding the submission and management of customer feedback associated with the operations of Corrective Services NSW (CSNSW) Academy. It does not relate to complaints and appeals regarding delivery and assessment of Nationally Recognised Training (NRT) which leads to the issuance of an outcome under the Australian Qualifications Framework (AQF). These matters are dealt with separately in accordance with the *CSNSW Academy- Complaints & Appeals Policy and Procedure*.

# 2 Scope

This policy and procedure outlines customer feedback associated with the operations of CSNSW Academy, which includes on-site:

- Services relating to catering (Bistro) and accommodation
- Equipment and facilities such as the gymnasium and/or Library; and
- CSNSW Academy staff

# 3 Definitions

<b>Customer</b>	A visitor, stakeholder or other person engaged in receiving a service and/or services from CSNSW Academy
<b>CSNSW Academy</b>	Corrective Services NSW Academy
<b>CSNSW</b>	Corrective Services NSW

# 4 Policy Statement

CSNSW Academy encourages feedback from both internal and external customers and will ensure that everyone who accesses services is provided with the opportunity to submit feedback and improvement requests.

# 5 Responsibility

It is the responsibility of the user of the document to ensure that the most current version is being applied.

It is the responsibility of the Manager, Finance and Administration Unit to ensure that this policy document is regularly reviewed and that the most current approved version is available. Documentation posted on the CSNSW Academy website is considered the current version. It is the responsibility of the user of this document to ensure that the most current version is being applied.

The Administration Officer is responsible for processing and recording all customer feedback and improvement requests received. The Manager, Finance and Administration Unit is responsible for ensuring appropriate action is taken, allocation of customer feedback and improvement requests.

# 6 Legislative Context

Nil.

## 7 Changes and Updates

All policies and procedures are subject to ongoing revision to reflect systems and operational improvements. Documentation posted on the CSNSW Academy website is considered the current version.

## 8 Monitoring and Evaluation

This policy and procedure will be reviewed three (3) years from the date of implementation, or earlier should a review be warranted.

## 9 Associated Documents

DOCUMENT	REFERENCE
CSNSW Academy - Customer Feedback Form	<a href="http://bfcsa.nsw.gov.au">bfcsa.nsw.gov.au</a>
CSNSW Academy Learner Rights and Responsibilities	<a href="http://bfcsa.nsw.gov.au">bfcsa.nsw.gov.au</a>
DCJ Managing Workplace Issues Procedure	<a href="http://intranet.dcj.nsw.gov.au">intranet.dcj.nsw.gov.au</a>
DCJ Code of Ethical Conduct	<a href="http://intranet.dcj.nsw.gov.au">intranet.dcj.nsw.gov.au</a>

## 10 Procedure

### 10.1 Who can lodge Feedback?

Any person and/or group of people who are customers of CSNSW Academy can lodge customer feedback and improvement requests.

### 10.2 Lodging Feedback

All customer feedback and improvement requests should be in writing and lodged via:

- The CSNSW Academy Customer Feedback Form, which is available from CSNSW Academy Reception, the Education Building, and the Bistro.
- a customer service enquiry or request located within the 'Contact Us' section of the CSNSW Academy website ([www.bfcsa.nsw.gov.au](http://www.bfcsa.nsw.gov.au)); and
- using the Academy e-mail address ([contact\\_bfcsa.nsw.gov.au@justice.nsw.gov.au](mailto:contact_bfcsa.nsw.gov.au@justice.nsw.gov.au)).

Completed Customer Feedback Forms should be deposited in the 'Feedback/Suggestion Box' located in the CSNSW Academy Reception, the Education Building, and the Bistro.

The Customer Service Officer clears these boxes daily, reviews these as well as feedback received via the 'Contact Us' / Academy e-mail folder within Outlook. The Customer Service Officer will register the feedback and refer it to the Manager, Finance and Administration Unit who will then direct the matter to an appropriate unit for investigation and action.

If it is considered in the review process that there may be a conflict of interest, the feedback will be referred to the Director, CSNSW Academy and Operational Training (or appointed delegate).

### **10.3 Complaints about Employees**

Complaints about CSNSW Academy employees will be dealt with in accordance with the DCJ Managing Workplace Issues Procedure and DCJ Code of Ethical Conduct.

### **10.4 Response to Customer**

Where contact details have been provided and the Manager, Finance and Administration Unit determines that a written response is required, it is expected that the person will receive a written response within one (1) month of the feedback being registered.

All written responses to the customer must be approved by the Director, CSNSW Academy and Operational Training. The Customer Service Officer will save a copy of the response with the original feedback in the relevant EDRMS container.

### **10.5 Review of Customer Feedback Actions**

The Manager, Finance and Administration Unit will provide a summary of the customer feedback received at the next scheduled CSNSW Academy Managers' Meeting, if continuous improvement learnings require further discussion around possible broader CSNSW systemic risks.

### **10.6 Unsatisfactory Outcomes**

If a customer has explicitly requested resolutions of an issue and they are not satisfied with the outcomes of the Customer Feedback Process, the customer can submit a written request to the Director, CSNSW Academy and Operational Training, who will investigate the matter and provide a written response within two (2) weeks.

Following any further investigation, a copy of all additional documentation is to be provided to the Customer Service Officer so that this can be stored in the relevant EDRMS container for record keeping.

### **10.7 Record Keeping**

All CSNSW Academy Customer Feedback Forms are scanned and saved into the relevant EDRMS container by the Customer Service Officer, along with the written responses to the customer and any other relevant reports, documents, and/or evidence.

Details of submitted reports received at the CSNSW Academy Managers' Meeting are listed in meeting minutes and retained for future reference.

## 11 Document Information

<b>Title:</b>	CSNSW Academy - Customer Feedback Policy and Procedure
<b>Maintained By</b>	Finance and Administration Unit
<b>Date of Effect:</b>	05 JUL 2023
<b>Next Review Date:</b>	05 JUL 2026
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## 12 Document History

<b>Version</b>	<b>Date</b>	<b>Reason for Amendment</b>
V2	15 JUN 2022	Continuous improvement review and update of supporting templates.
V3	12 MAY 2023	Update to align with implementation of new operating models in support of the strategic priorities of as part of the Towards 2030 Strategic Plan at the CSNSW Academy.

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