

Feedback Form

Tell us if you think we can do better.

ABS Institute of Management (ABS) is committed to continuously improving our services to benefit all our clients.

If you are happy about our service, or have a suggestion or complaint, please take the time to complete and submit this form and e-mail in confidence directly to the Managing Director at clientfeedback@absinstitute.com.au.

Complaints may arise when a client/student of ABS is dissatisfied with any aspect of our services and require action to be taken that will resolve the issue.

Your feedback is valuable to us and we thank you for helping us to provide a better service.

1. Which service are you writing to us about?

- | | | | |
|----------------------|--------------------------|---------------------|--------------------------|
| Training | <input type="checkbox"/> | Employment Services | <input type="checkbox"/> |
| Mentoring & Coaching | <input type="checkbox"/> | Business Consulting | <input type="checkbox"/> |
| Other | <input type="checkbox"/> | | |

2. What would you like to tell us?

- Compliment
- Comment
- Complaint

3. Details of person providing feedback:

Name: _____ Company (*if applicable*): _____

Address: _____

Contact Numbers: _____ Home/Business _____ Mobile

Email address: _____

4. Name of person about whom the complaint refers (*if relevant*): _____

5. Please provide details of your compliment, comment or complaint below:

6. What would you like to happen?

7. Would you like a response to your feedback?

Yes No

8. Lodged/recorded by (if different from person providing Feedback): _____

9. Signed: _____ Date: _____

Thank you for taking the time to provide us with your feedback. Your comments are appreciated.

What happens now?

If you are giving a compliment:

For service that exceeded your expectations, we will ensure that your feedback is passed to the person and/or manager of the relevant department.

If you are making a suggestion:

We will acknowledge your contribution and make sure your suggestion is reviewed. Your feedback is important as it helps us to maintain a high standard of service.

If you are making a complaint:

We will strive to resolve the complaint and adopt measures to prevent it from recurring.

When we receive your complaint, we will take the following steps:

1. Formally acknowledge your complaint and advise who is handling it.
2. Aim to resolve your complaint within 15 working days. Some matters however are more complex and can take longer to resolve and if that is the case, we will keep you informed of our progress.
3. For more information on Complaints or Appeals procedures please review the ABS Code of Practice and supporting documents located on our web-site at www.absinstitute.com.au

PRIVACY STATEMENT

The information we collect on this form will be used by us to respond to the feedback you have provided. It may be disclosed to third parties where it is required or allowed by law or where you have otherwise consented.

You have the right to access and update information we have collected by contacting our Managing Director on 08 9355 5400