

Title Customer Feedback

1.0 Introduction

The Office of the Vice President Research is committed to providing a high-quality service to our customers. We value customer feedback as providing an opportunity to help us improve our services. The following procedure outlines how customer feedback is handled within the division. The division may also undertake customer surveys and focus groups to elicit detailed customer feedback.

2.0 Procedure

1. Customer feedback can be submitted; by telephone, email, in-person or through our dedicated Customer Feedback Survey.
2. Links to our Customer Feedback Survey are available on our unit website and included in the e-signatures of Research Office staff.
3. Feedback received via telephone, in-person or email can be logged by any member of the unit team through the Customer Feedback Survey. In the first instance staff are asked to direct the person giving feedback to use the Customer Feedback Survey mechanism at the end of all e-mails.
4. Customers who choose not to use the customer feedback survey mechanism but wish to report feedback must be advised by the Office of the Vice President research that their feedback (phone/email/in-person) is being logged on the survey mechanism on their behalf. Customers are asked whether they wish to include their contact details.
5. Submitted customer feedback is collated by an appointed staff member responsible for customer feedback co-ordination, and assigned a unique identification number.
6. Any personal identifiable data submitted through feedback channels should be managed in line with appropriate University policy; when reporting on feedback received to ROM etc., data should be anonymised as far as possible. For the most part, only the substance of the feedback received should be reported, without reference to individuals concerned.
7. The customer feedback co-ordinator will direct the feedback to the appropriate unit manager.
8. Unit managers (or their nominee) will respond to the customer as required, acknowledging receipt of feedback and committing to a response (if required) within a reasonable timeframe. This response must be logged with the customer feedback co-ordinator who will enter the feedback into the customer feedback register (located on the Office of the Vice President Research Server) who will update the original register entry.
9. Logged feedback from the previous quarter is collated by the Customer Feedback Co-ordinator and sent as a quarterly customer feedback report to Research Office Management (for action where appropriate) and the Quality Team Lead (for information).
10. Customer Feedback is a standing agenda item on unit office meeting agendas.

11. Actions relating to customer feedback when proposed and approved by Research Office Management is logged on the Quality Improvement Action Plan (QIAP) by the relevant unit managers (or their nominee); further, the entry on the customer feedback register should also be updated as appropriate.
12. Where relevant, the customer is informed by the unit manager (or their nominee) of the action taken in response to their feedback.
13. A compendium of all feedback is retained for audit purposes and analysis during quality reviews.

3.0 Records

In accordance with the UL Records Management & Retention Policy, the following records are held:

1. Quarterly customer feedback reports
2. Annual customer feedback reports
3. Customer feedback register

4.0 Review

This process is reviewed in accordance with the Self-Assessment Process, and any necessary changes will be documented in a new revision of this process.

Revision & Approval Log

Rev No.	Date	Revised By:	List of Revisions	Approved Sign & Date
0	25/05/2020	CB & YK	New Document	01/06/2020