

# Complaint process feedback form

You are invited to complete the following survey to assist CIT to improve its process for handling complaints. This form can be emailed to [CITOfficeoftheChiefExecutive@cit.edu.au](mailto:CITOfficeoftheChiefExecutive@cit.edu.au)

**1** How did you lodge your complaint?

- Online
- By post
- In person

**2** Were you aware of the CIT complaint handling policy and procedures?

- Yes
- No

**3** If yes, do you feel your complaint was dealt with in accordance with the policy and procedures?

- Yes
- No

Comment

**4** Did you feel you were given enough information about how your complaint would be handled, both at the start and throughout the process?

- Yes
- No

Comment

**5** Did you find the staff at CIT handling your complaint helpful?

- Yes
- No

Comment

**6** How satisfied were you with the overall treatment of your complaint?

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

**7** Any suggestions you may have to improve the complaints handling process is most welcomed.

Comment