

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 CIT_OfficeoftheChiefExecutive@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

Thank you for taking the time to complete this survey