1. Constitution of feedback

Feedback, about the Careers Centre’s services and resources is collected from informal and formal written (or oral) observations, comments, suggestions, compliments or complaints received from internal and external clients (i.e. students, staff and employers). It includes externally sourced feedback, eg from Igraduate, High Fliers and Universum, as well as internally generated feedback.

2 Purpose of gathering feedback

Feedback is collected to assist the effective monitoring and development of the services and resources provided by the Careers Centre, and to aid the review of performance and to support continuous quality improvement.

3 Methods of gathering feedback

Feedback is gathered by a variety of methods including paper or web-based surveys; focus groups; emailed surveys of individual service users and facilitation of suggestions, compliments and complaints through the website.

4 Complaints

Complaints are handled with in line with the University’s Complaints Handling Procedure.

5 Compliments

Compliments about the service as a whole are communicated at weekly team meetings. Staff members also keep email folders of compliments they receive individually.

6. Feedback which suggests an operational or strategic response is needed

The Director will assess whether any suggestions or comments which indicate a change in service offering is needed, should be considered. If the Director, after appropriate consultation, concludes such a change is desirable and can be implemented quickly, then it will be done as soon as practicable. Where suggested changes require more substantial planning, then the proposed change(s) will be incorporated in the annual planning cycle and implemented thereafter.