

# Feedback Policy and Procedure

Person responsible for this Policy:	Head of Student Advice and Wellbeing
Who the Policy applies to:	Student Advice Employees
Date issued	June 2021
Date to be reviewed:	June 2022

Unless expressly stated otherwise, this policy does not form part of an employee's contract of employment and the contents are not contractually binding on the Students' Union or its employees. However, failure by any employee to comply with this policy may result in disciplinary action being taken and, in the most serious cases, may result in dismissal. The Union reserves the right to amend the policy from time to time.

For the purposes of this policy the terms 'Union' and 'Students' Union' includes Cardiff University Students' Union, Cardiff Union Services Limited and any subsidiary of the Company or of its holding company. These terms shall have the meaning given them by the Companies Act 2006.

## Contents

Contents.....	1
Introduction.....	1
Procedure.....	1
Review .....	2
Feedback Questionnaire .....	2

## Introduction

1. Student Advice are committed to providing the highest quality advice and representation for our clients, within the limits of the resources we have to provide that service. As part of our commitment to quality, and with a view to continually improving our service, advice staff and volunteers actively encourage and value feedback from our clients. We recognise that such feedback is essential in helping us continually gauge client perception of our service.

## Procedure

2. Two weeks after contacting Student Advice, each client will be sent a personalised email inviting them to complete a Google Form questionnaire and give feedback on their experience of our service. These two weeks aim to ensure that the student has received a response from the service and had an opportunity to act on the advice.



## Review

3. The responses from the questionnaire are reviewed each week by a dedicated member of staff and fed back to the wider staff team during a weekly team meeting.
4. Where feedback is particularly good, this will be passed to the team member in writing.
5. If the feedback suggests that the client's experience was poor, the dedicated member of staff will instigate a case file review, under the [Case File Review Procedure](#). The experience will be deemed as poor if the client scores 5 or lower in two or more of the rating scale questions, or if the free text comment describes it as being poor.
6. The case file review will check if anything could have been done to improve the client experience. The outcome will be fed back to the adviser, the member of staff responsible for advice supervision and the Head of Department.
7. If a client scores their experience as a 5 or lower in two or more of the rating scale questions, the member of staff responsible for supervision of advice, or the Head of Department, will also provide a written response to the client. This response will include a summary of the file review outcome. It will also refer to the Complaints Policy and Procedure, should the client not be satisfied with any explanation provided.
8. If a client reports that they have not yet received any advice, this will be investigated by the dedicated member of staff. If the investigation reveals an error in Student Advice processes, this will be recorded and action taken promptly to remedy what has gone wrong. Providing the missing advice and an apology will be a priority.

## Feedback Questionnaire

9. Student Advice ask all clients who have contacted our service to complete a short feedback questionnaire. The link to the questionnaire is sent out by email: [Student Advice Feedback \(google.com\)](#)
10. The responses to the Student Advice Feedback questionnaire will be included in the Student Advice Annual Quality Review Report, as part of the Student Advice Commitment to Quality Policy.

