

Stakeholder Feedback

Purpose

To outline the Policy and Procedure for stakeholder feedback. The stakeholder feedback form is attached as an appendix.

Stakeholder Feedback and Survey Policy

ACKS is committed to securing and reviewing advice and feedback from all its stakeholders involved in the delivery of its Training and Assessment services including ACKS Staff and Training and Assessment staff.

Feedback, Survey and Review Procedures

- All stakeholders completing any event that involves the completion of supply to, or services offered by ACKS, will be provided with a Stakeholder Feedback Form.
- AQTF Quality Indicator Resource/ Learner questionnaire forms & Employer surveys are utilised following the completion of every training and assessment event or study period and summarised for review and analysis by ACKS Management.
- Completed Stakeholder Feedback Forms shall be returned to ACKS Administration and submitted for review by the ACKS Management Meeting. On receiving a Stakeholder Feedback Form the CEO or Administrative assistant shall ensure that the Stakeholder Feedback Forms are added to the agenda for review in the next scheduled management meeting.
- All Management meeting members present shall consider and review all relevant Stakeholder feedback forms as an opportunity for Continuous Improvement.
- Continuous Improvement Actions initiated by the Stakeholder Feedback Form shall be noted and recorded in management meeting minutes and utilised in the annual Internal Audit review of ACKS's Policies and Procedures.
- Stakeholder Feedback Forms shall be recorded in the allocated file.

Related Documents

Doc 2000: Continuous Improvement

Doc 2002: Management Team Meeting

Doc 2008: Internal Audits

Doc 2011: Complaints and Appeals



Revision History

Revision	Date	Author/s	Detail
1	21/04/2010	C Weber	First edition

Appendices:

Appendix 1 – Stakeholder feedback form



Appendix 1 - Stakeholder feedback form

ACKS Stakeholder feedback form	
Date:	
Risk reported by:	
Type of Risk: (Circle relevant feedback type)	<input type="radio"/> Student Complaint <input type="radio"/> Stakeholder Complaint <input type="radio"/> Equipment Failure <input type="radio"/> Staff Improvement Feedback <input type="radio"/> Risk potential
Name of Complainant:	
Detail of Report:	
Immediate Action taken:	
Suggested Action:	
Management Action: (adjudication requested ?)	
Date Action reported to complainant	
Risk Report Conclusion & Date:	

