

## Complainant Experience Questionnaire

### Block 1

In order to continuously improve our processes, we are very much interested in your recent personal experience with Curtin University's complaint handling process. To that end, your response to the following questionnaire (comprising 10 multiple choice questions) is much appreciated and should take no more than a few minutes to complete.

*Please note that your response is totally confidential and will not be released to anyone outside of the Integrity and Standards Unit (ISU).*

If you have any concerns or queries in relation to any of the questions, please feel free to contact the ISU on 9266 9184 or via [complaints@curtin.edu.au](mailto:complaints@curtin.edu.au).

Thank you.

### Integrity and Standards Unit (ISU)

Please enter the current date (dd/mm/yyyy)

Please provide the Complaint ID that Curtin assigned to your complaint.

What type of complainant are you?

- A current Curtin staff member only
- A current Curtin student only
- Both a current Curtin staff member and a current Curtin student
- A member of the public
- Other (as explained below)

What is your full name (OPTIONAL)?

### Complaint Handling

**Q1. How did you become aware of the existence of the Complaints Portal for lodging your complaint?**

- I searched the Curtin website
- I contacted the ISU for information
- I received assistance from my line manager
- I received assistance from another Curtin community member
- Other (as explained below)

**Q2. Did you experience any difficulty (e.g. technical issues, accessibility problems) in lodging your complaint via the online Complaints Portal?**

- I didn't personally lodge it; it was done by someone else on my behalf
- No, I found it easy to use
- Yes, I found it difficult or a problem to use (as explained below)

**Q3. If you personally lodged your complaint via the online Complaints Portal, did you receive an automatic email acknowledgement after lodgement which provided you with a Complaint ID?**

- Yes
- No
- I can't recall

**Q4. After your complaint was lodged in our system, approximately how many business days (i.e. from Monday to Friday) elapsed until you received a formal (email) notification from the Curtin employee who had been assigned to deal with your complaint?**

- 2 days or less
- 3 to 5 days
- 6 to 10 days
- More than 10 days
- I did not receive a formal (email) notification
- I can't recall
- Other (as explained below)

**Q5. Were you kept sufficiently informed of how the resolution of your complaint was progressing during the complaints process?**

- Yes
- No, I received no updates until I was notified that the complaint was resolved
- No, I received only minimal updates while the complaint was being resolved
- Other (as explained below)

**Q6. Did you experience any personal security or safety concerns prior to, arising from, or as a result of, raising your complaint with the University?**

- No
- Yes, but they were adequately addressed by Curtin
- Yes, and they were not adequately addressed by Curtin (as explained below)

**Q7. After the complaint was resolved, were you formally notified in writing (letter or email) of the decision and the basis for that decision?**

- No, I received no formal notification
- Yes, I received a notification which adequately explained the decision and the basis for that decision
- Yes, I received a notification but it was inadequate (as explained below)

**Q8. Do you believe you were treated respectfully during the resolution of your complaint?**

- Yes
- No (as explained below)

**Q9. Regardless of the outcome, how would you rate the handling of your complaint?**

- It exceeded my expectations
- It met my expectations
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It did not meet my expectations (as explained below)

**Q10. Based on your experience, would you recommend to other persons that they use Curtin's complaint handling process to register their complaint?**

Yes

No (as explained below)

**Integrity and Standards Unit**