



## Feedback Report

<b>Custodian:</b> (Your name)	
<b>Date:</b>	

AIM cares about its customers. Please complete and email to [businessimprovement@aimqld.com.au](mailto:businessimprovement@aimqld.com.au)

<b>Feedback Type</b> (Please specify - Internal / External)	

<b>A</b>	<b>Personal Details</b>					
Title (Miss / Ms / Mrs / Mr / Dr / Other)						
Given Name (s)		Surname				
Company						
Position						
Address						
Suburb			Postcode			
Contact Number	B/H		A/H			
	Mobile		Fax			
Email						
Membership Personal / Corporate						

<b>B</b>	<b>Issue</b>

<b>C</b>	<b>Investigation</b>

D	Resolution / Solution

E	Acknowledgement
<b>Custodian Signature</b>	
<b>Date</b>	
<b>Department or General Manager Signature</b>	
<b>Name</b>	
<b>Date</b>	

F	Feedback Type / Measurement <small>(please indicate which fits best)</small>
<input type="checkbox"/>	1. <b>Product Quality</b> – includes presentation, content, functionality
<input type="checkbox"/>	2. <b>Customer Service</b> – includes professional, timely, knowledgeable
<input type="checkbox"/>	3. <b>Value</b> – includes value for money or time invested
<input type="checkbox"/>	4. <b>Delivery</b> – includes timeliness, accuracy
<input type="checkbox"/>	5. <b>Administration</b> – includes bookings, data entry, compliance with process requirements
<input type="checkbox"/>	6. <b>Facilities &amp; Catering</b> – includes meals, rooms, equipment and public areas

G	Custodian Information
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AIM respects and values internal and external customers equally, utilising customer feedback to foster innovation and business improvement throughout our organisation.

Those who take the complaint or compliment become the 'Customer Custodian'. The custodian may have enough organisational knowledge to close out the customers concerns satisfactorily. If not, they may need to direct the matter to the appropriate manager.

As the custodian, if there is general dissatisfaction, you must see the concern progress through to an outcome.

For assistance to complete this report, refer to the Customer Feedback Report Procedure (BIP AIM-BI650).