

## Information Services Feedback process (compliments, comments and complaints)

Information Services takes pride in delivering high quality services. We do acknowledge that from time to time our customers may wish to pass on compliments about a service they have received from IS, provide comments about how they feel a service managed by IS could be improved, or provide feedback when they feel that our standards are not being met.

Feedback on any aspect of the services managed and delivered by Information Services is defined as follows:

- Compliment – positive feedback (including the opportunity to commend particular individual/s)
- Comment – comments or suggestions for improvement
- Complaint – feedback on unsatisfactory or unacceptable service

Customer feedback to Information Services can be made by contacting the IT Service Desk in one of the following ways:

- Telephone: 00 44 (0)115 95 16677
- Self-service: <https://selfservice.nottingham.ac.uk>
- Email: [itservicedesk@nottingham.ac.uk](mailto:itservicedesk@nottingham.ac.uk)

The IT Service Desk will raise a support call with a unique reference, which will be allocated to the IT Service Desk Manager for action.

## How we process and deal with feedback

**Receive and classify** Feedback will be recorded and classified according to the potential impact and the urgency

The assessment of Impact and Urgency combine to identify the Priority, which will determine how the feedback is addressed

Priority Classification	Type of feedback	Acknowledgement	Response
<b>Priority 1</b>	The feedback has the potential to impact highly on UoN business. The University's reputation or ability to do business may be affected if the feedback is not addressed	within 1 working day	within 5 working days



	quickly, and in a satisfactory manner.		
<b>Priority 2</b>	The feedback is non critical and is assessed as having an impact at a lower level than feedback assessed as P1. This may affect an individual or a department, but not the whole of UoN.	within 2 working days	within 10 working days
<b>Priority 3</b> <b>All compliments &amp; comments</b>	The feedback has a low impact and the urgency is neither critical nor high.	within 5 working days	within 20 working days

**Acknowledge** The customer will receive a formal acknowledgement, containing an expectation of when they will receive a response, and to whom the IT Service Desk has assigned the feedback.

**Investigate** Where appropriate all aspects of the feedback will be investigated thoroughly to ensure that key facts are identified and clarified. If required, the customer will be contacted to obtain further information. The feedback type (compliment, comment, complaint) and the assigned priority will be used to determine the timescale for the investigation and who it will be referred to for appropriate action and resolution

**Resolve and confirm** This stage will ensure that any final resolution of complaint is clear and fair. At this point a senior member of IS will confirm any action and resolution.

**Response to customer** We will provide the customer with a clear explanation (verbal and/or written) about what happens next within the timescale determined by the type and priority of the feedback.

**Follow up** We will contact you to ensure you are satisfied with Information Services' response to your feedback. If not, the feedback will be re-investigated to ensure that we have treated you fairly and without bias.

An appropriate individual or team, such as the Service Manager or the IT Service Desk, will perform all follow up activities.

The follow up process will determine whether you are satisfied with the response to your feedback and whether or not it was handled properly and fairly.

**QA and close** IS will ensure that awareness of feedback is recorded and communicated appropriately, and the Service Improvement Plan (SIP) updated where appropriate to help ensure that there is no recurrence of any issue that resulted in a complaint.

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