

## POSITIVE FEEDBACK

We want your experience at Derby College to be positive and we take great pride in delivering the best possible service to our students. If you would like to praise any member of staff, or a particular aspect of service please take the time to read this leaflet.

If you would like to congratulate or praise an employee or a department for a particularly good service they have provided, you can contact us by using one of the following methods:

- Complete the Positive Feedback Form on the reverse and hand to Reception or send to the address below:

Policy Monitoring and Compliance Manager  
Derby College  
Roundhouse Road  
Pride Park  
Derby  
DE24 8JE  
Or by email: [policy.control@derby-college.ac.uk](mailto:policy.control@derby-college.ac.uk)

- Using our 'Contact Us' email address: [enquiries@derby-college.ac.uk](mailto:enquiries@derby-college.ac.uk)
- or via our online contact form: [Contact Form](#)

## WHO CAN DO THIS?

Anybody who feels they have received an “above and beyond” level of service can give positive feedback in regards to an employee or department. You may be a student at Derby College, a colleague, or an external customer.

## WHAT HAPPENS NEXT?

The employee or department will receive notification of the feedback that will thank them for their contribution to the college's commitment to delivering the best possible level of service to its customers.



# POSITIVE FEEDBACK FORM

TITLE  FORENAME:  SURNAME:

ADDRESS:

POSTCODE:  TELEPHONE NUMBER:

EMAIL ADDRESS:

COURSE (IF APPLICABLE):

## FEEDBACK DETAILS:

STAFF NAME:

DEPARTMENT:

SITE:

## DETAILS OF EXCEPTIONAL SERVICE:

PLEASE RETURN THE COMPLETED FORM TO RECEPTION OR BY POST TO:

Policy Monitoring and Compliance Manager

Derby College, Roundhouse Road, Pride Park, Derby, DE24 8JE

Or via email to [policy.control@derby-college.ac.uk](mailto:policy.control@derby-college.ac.uk)