

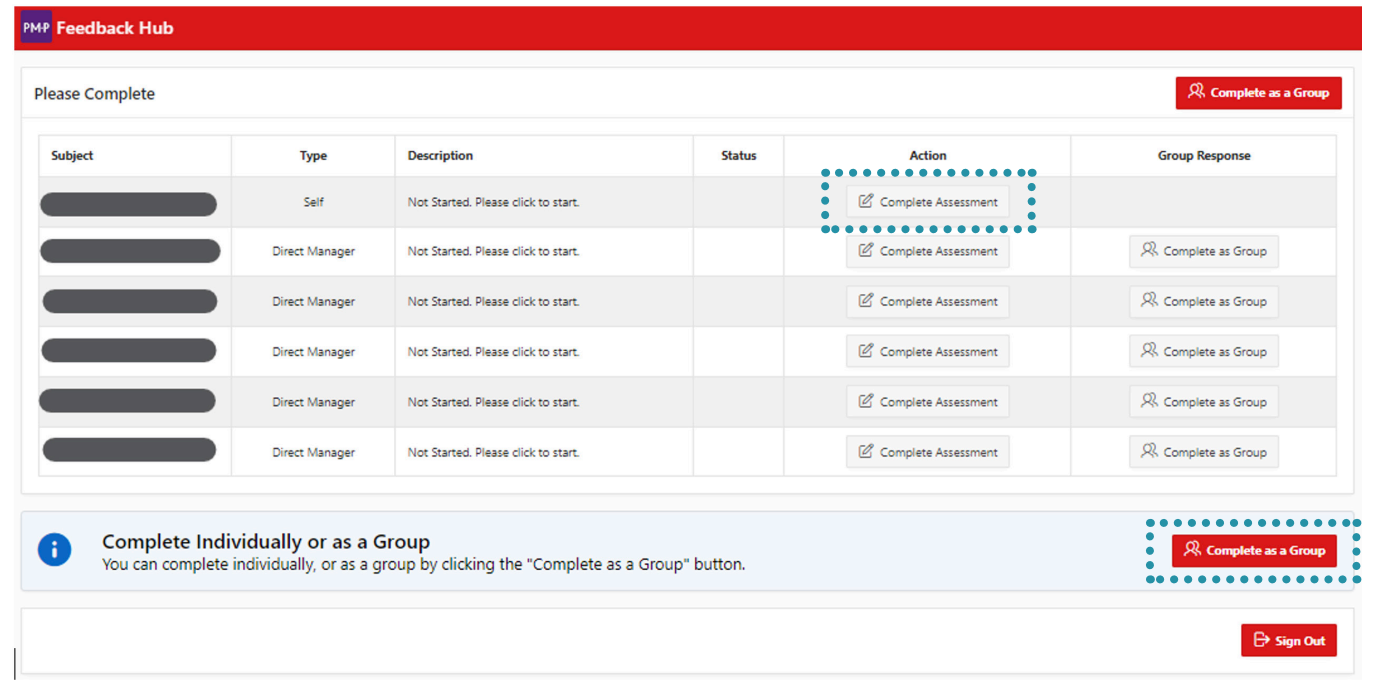
Customer Feedback Hub Instructions

What we need from you

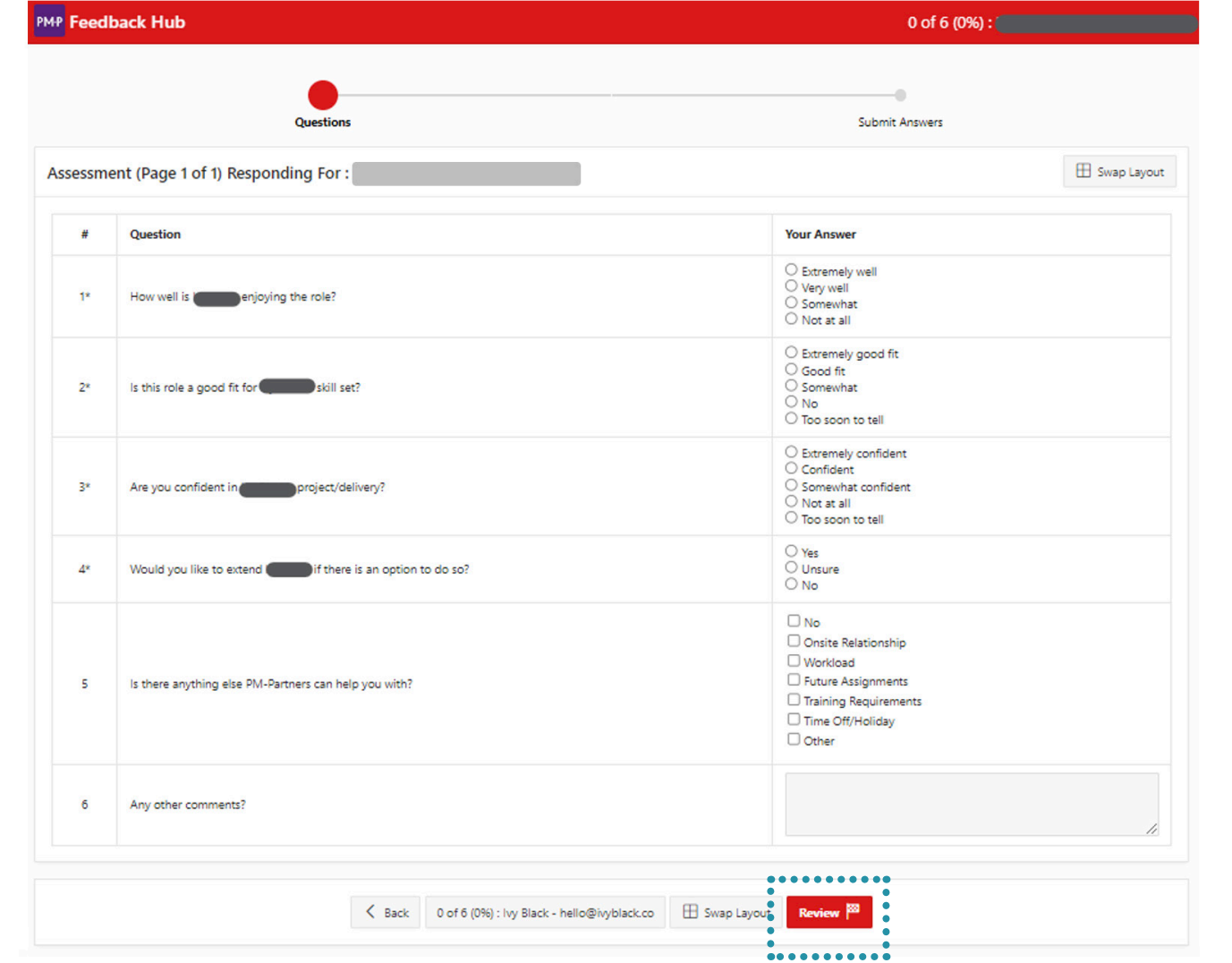
1. During **the first 5 working days of each month** click on PM-Partners Customer Feedback Hub (<https://www.pm-partners.com.au/monthly-feedback>)
2. Once in the home screen, enter your email address as your login ID and select **'Start'**.



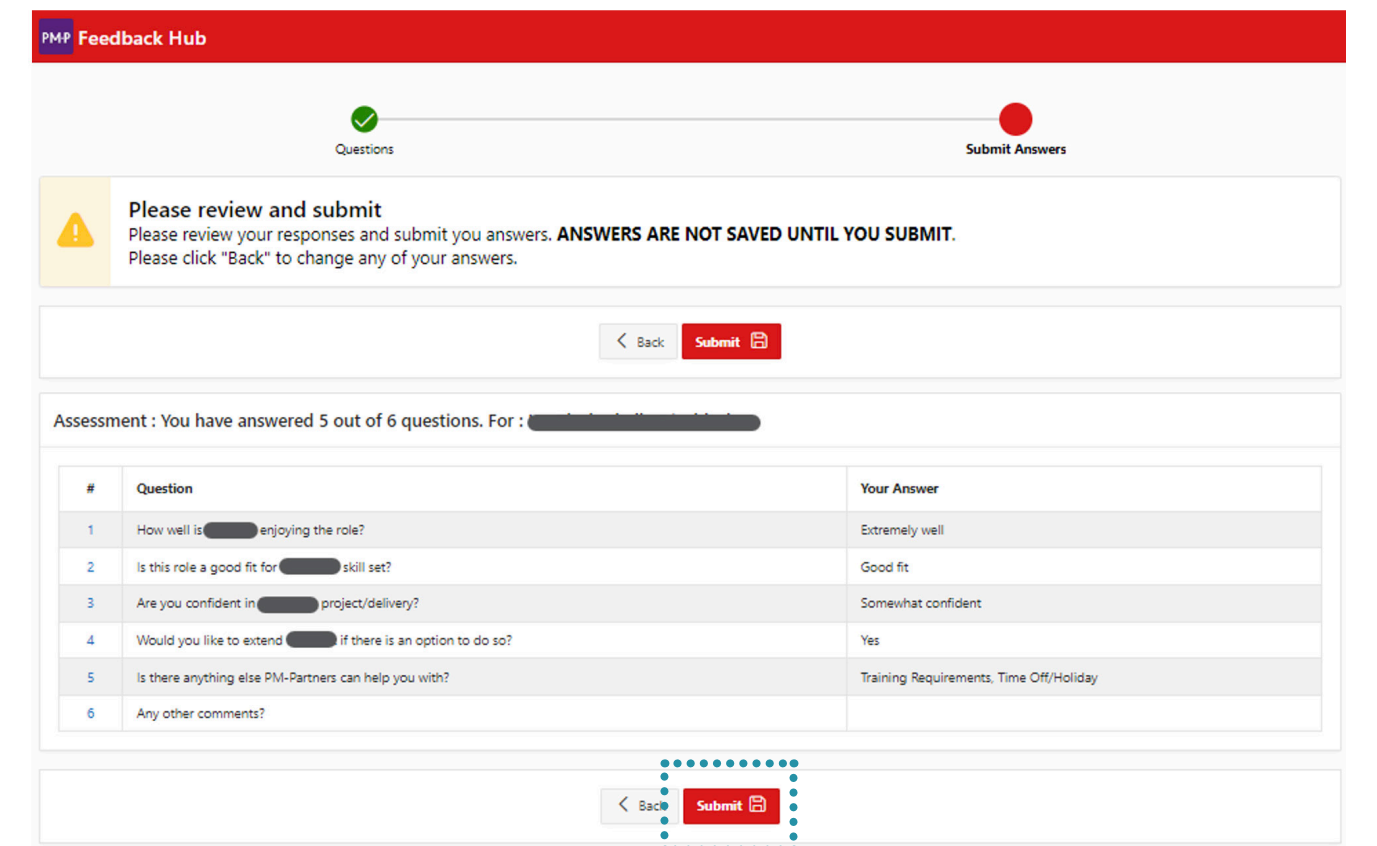
3. If you are a PM-Partners placed consultant in the role of a reporting manager, you will be asked to complete assessments for yourself as well as your team members.
4. If you are completing the assessment for each consultant individually then select the **'Complete Assessment'** option next to the person you wish to assess.
5. If your preference is to complete the assessment for the group as a whole, then select the **'Complete as a Group'** option.
6. The 'Self' assessment cannot be done as part of the group option and needs to be done separately.



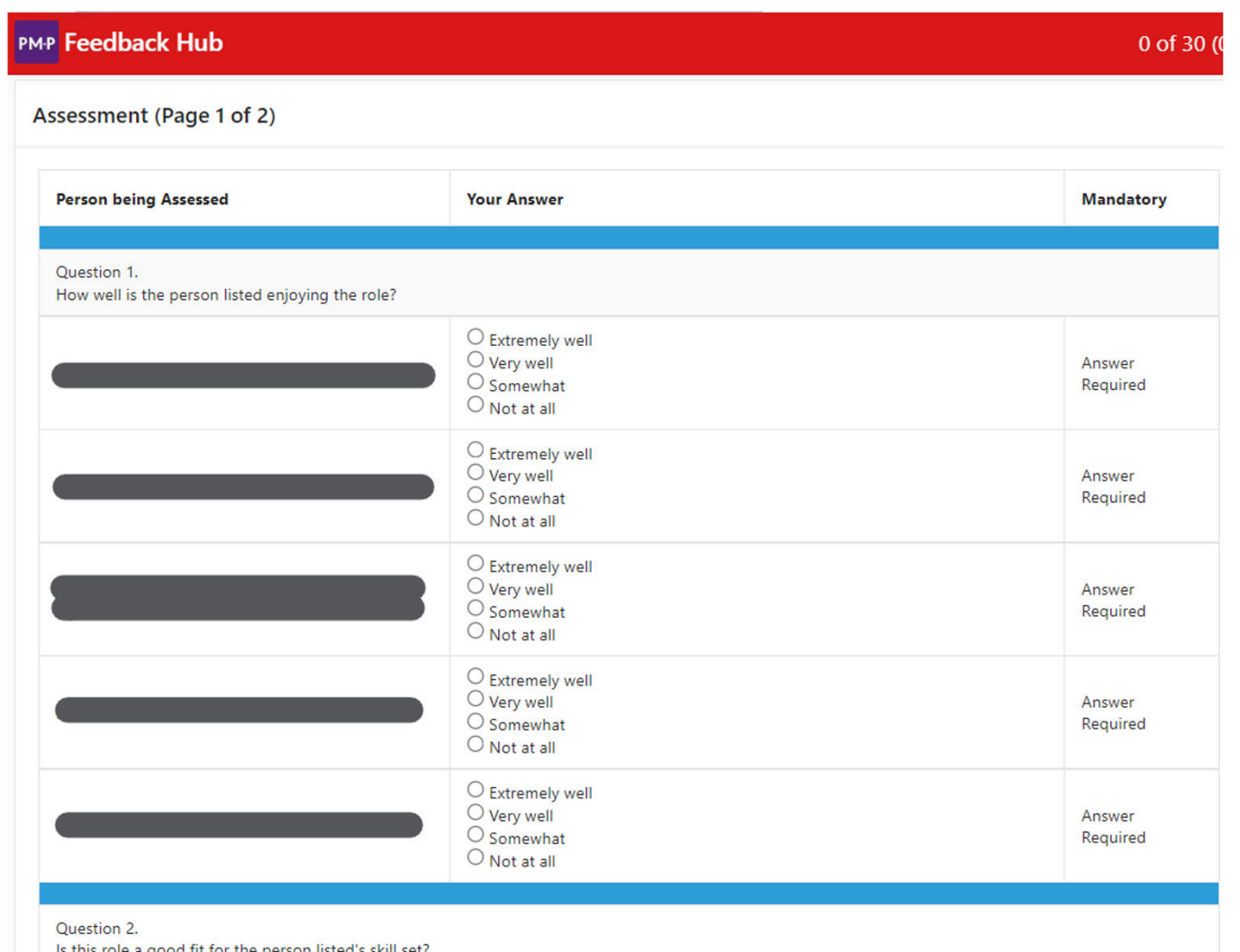
7. If completing the assessments for your team members individually, answer the 6 questions and select **'Review'**.



8. If you are happy with your answers, then select **'Submit'**. If you wish to make changes, select **'Back'** and repeat step 7.



9. Once submitted, that is the end of the assessment for that resource until the following month.
10. If completing the assessments for your team as a group, answer each of the 6 questions for each member of your team and repeat steps 7-9 above.



Your data

Your data from questions 1-4 are shared with the PM-Partners' contractor as part of their feedback and professional development. Questions 5 and 6 are for PM-Partners only, unless you want us to raise anything with the PM-Partners' resource. Your Service Quality Manager will give you a call on this before we speak to the resource.