



STUDENT FEEDBACK AND COMPLAINT FORM

Notes for grievance & complaints: In the event that SA is unable to resolve the dispute in accordance with the Grievance Procedure as stated in the school website, the student and SA shall refer the dispute to the SkillsFuture Singapore. The SSG, through its Student Service Centre will refer the dispute to the Singapore Mediation Centre (SMC) for mediation. If mediation fails, the dispute will be referred to the Singapore Institute of Arbitrators (SIArb) for arbitration. Any fee payable to the SMC or SIArb will be borne according to the guidelines set by SSG.

Student Name: _____

NRIC/FIN: _____

Course Title: _____

Contact No: _____

Receiving Mode: Email () / Walk-in () / Telephone () Others ()

Type of Feedback: Complaint () Compliment () Suggestion for improvement () Others ()

Staff Service Quality (Front Line) () Facilities, Maintenance, IT () Lecturers ()

Academic Programs, Exam fairness () Classroom environment () Course fees ()

Detail Description: _____

Signature of Student

Date

The School's Declaration:

1. Student information collected through this form is solely for the purpose of improving our procedures and processes to serve our Students better;
2. SA undertakes to protect the confidentiality of Student's personal data.
3. All outcomes of the feedback and complaints are communicated to the students in a timely manner and any complaint and feedback is resolved within 21 working days.

The students can get assistance from the SkillsFuture Singapore

<https://www.ssg-wsg.gov.sg/about/contact-us.html>



Official Use only

Initial actions taken:

Attended by: _____ Time taken for initial response: () days

Name & Signature, Designation

Status update after initial response

(i.e. Not more than 14 working days from the date of feedback)

() Resolved () Unresolved

For unsolved case, action taken by Management

Attended by: _____

Time taken for actions: () days

Name & Signature, Designation

Status update after resolved by Management

() Resolved () Unsolved

For unsolved case, actions taken by Student and the School

SA is committed to maintaining the confidentiality of students' and staff's personal particulars and undertakes not to divulge the information to any third party unless required by law or other statutory regulations.