

2.7 FEEDBACK AND COMPLAINTS MANAGEMENT FORM

1. Instructions to Students:

Please complete the form and hand it to our staff[1].

Name of Student: _____ Date: _____

Course Enrolled: _____ Contact: _____

Feedback / Complaint Category:

External Agent's Poor Performance (e.g. Accommodation , Recruitment)

Staff Non-Ethical Practice

Lecturer's Performance

Course Materials

Class Room / Facilities

r Problem adapting to environment

r Others

Please describe clearly the nature of feedback / complaint:

2. Instructions to Admin / Customer Service Staff:

- Please clarify with the students on any areas that are not clear.
- Inform the student that the issues will be looked into and resolved within **21 days** with a written report to be submitted to the student
- In the event that the Student and the Training centre are unable to resolve the dispute in accordance with the grievance procedure above, the Student and the school shall refer the dispute to the *CPE Student Services Centre* [2] for mediation prior to instituting any legal action or proceedings.

- Ensure student acknowledge on the initial response.
- Investigate and resolve the issue.

Feedback / Complaint Received by: _____
Initial acknowledgement by Student: _____
Date of initial response: _____ (**within 2 days**)

FEEDBACK / COMPLAINT INVESTIGATION REPORT (FOR THE STUDENT)

To Student: _____ Date: _____

Course Enrolled: _____

Subject: Investigation Report for feedback / complaints dated: _____ regarding:

Feedback / Complaint Category:

r External Agent's Poor Performance (e.g. Accommodation , Recruitment)

r Staff Non-Ethical Practice

r Lecturer's Performance

r Course Materials

r Class Room / Facilities

r Problem adapting to environment

r Others

Our Investigation Results:

Investigated By:

Our Actions Taken:

Actions Taken By:

Please contact me if you have other queries regarding this report[3]. Thank You

Training centre Representative

[1] All Students' particulars obtained are solely for the purposes of completing course submission. We will seek consent from Students should their particulars be used for purposes other than internal marketing and billing purposes.

[2] *CPE Student Services Centre*: 1 Orchard Road (YMCA Building), #01-01 Singapore 238836, Nearest MRT: Dhoby Ghaut, Tel: (65) 6592 2108, Fax: (65) 6338 2718, Email: CPE_CONTACT@cpe.gov.sg

This e-mail address is being protected from spambots. You need JavaScript enabled to view it , Website: www.cpe.org.sg

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