



<b>1 Description of feedback</b>		<b>Types</b> <input type="checkbox"/> Compliment <input type="checkbox"/> Suggestion <input type="checkbox"/> Complaint <input type="checkbox"/> Others	<b>Sources</b> <input type="checkbox"/> Fax <input type="checkbox"/> Personally <input type="checkbox"/> Phone call <input type="checkbox"/> Feedback form <input type="checkbox"/> Email <input type="checkbox"/> Written letter
<b>Student name</b>	<b>Contact</b>	<b>Sign by student and date</b>	
<b>2 Fact finding</b> (To response to feedback within 2 working days)			
<b>Initial response by</b>		<b>Sign by student and date</b>	
<b>3 Action taken</b> (For complaint, to resolve within 21 working days. Otherwise refer to CASE)			
<b>Resolved by</b>		<b>Sign by student and date</b>	
<b>4 Monitoring the student</b>			
<b>Monitored by</b>		<b>Sign and date</b>	
<b>5 Action on root cause</b>			
<b>Action by</b>		<b>Sign and date</b>	
<b>Meet service standard: Yes / No</b> <b>Principal</b>		<b>Sign and date</b>	