

C5

**STUDENT REDRESS / FEEDBACK FORM**

**PART I – Nature of Redress / Complaint/ Feedback**

Student Name: \_\_\_\_\_ ID No. \_\_\_\_\_

Course/Class Attending: \_\_\_\_\_

Date: \_\_\_\_\_ Contact No. \_\_\_\_\_

To: The Principal,

1. I have the following redress/ complaint/ feedback:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. I would appreciate if I can be informed of the above outcome. Thank you.

\_\_\_\_\_  
Signature of Student

----- ( Cut here  ) -----

**PART II - Acknowledgement of Redress/ Complaint/ Feedback**

Dear \_\_\_\_\_ (Name of Student),

We acknowledge receipt of your redress/ complaint dated \_\_\_\_\_ and will contact shortly how we intend to resolve your unhappiness

\_\_\_\_\_  
Student Welfare Officer

\_\_\_\_\_  
Signature & Date

**PART III - Resolution of Redress/ Complaint**

I, \_\_\_\_\_(Name of Student) have attended the meeting regarding my grievance / complaint and **accept / do not accept\*** the explanation or offer given by the School authorities.

In view of this, I would regard the matter as closed / wish to pursue further\* by reference to the CASE Mediation Centre\* to resolve my redress/ complaint

[\*Delete if inapplicable]

\_\_\_\_\_  
Signature & Date

\_\_\_\_\_  
Name of Witness  
For an on Behalf of PEO

\_\_\_\_\_  
Signature & Date

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**FOR OFFICIAL USE**

**Part IV - Recommend to refer to CASE Mediation Centre**

Date referred to Mediation Centre: \_\_\_\_\_

Date Meeting scheduled: \_\_\_\_\_

Student informed on the CASE Mediation meeting and fees involved on \_\_\_\_\_

\_\_\_\_\_  
Admin Executive  
For and on behalf of PEO

\_\_\_\_\_  
Signature

**Endorsement by Principal / CEO**

\_\_\_\_\_  
Signature & Date