

Feedback / Complaint Form

Section A - Details

Relationship with College:	☐ Student	☐ Staff	☐ Others: _____
Name:			
Student / Staff ID No: (If Applicable)		Date:	
Contact:		Email:	

Section B – Feedback

Types of Feedback:

☐ Complaint / Grievances ☐ Compliments ☐ Others (Please Specify) _____

Please Provide the feedback:

Name / Signature / Date

Section C – Acknowledgement of Feedback

This is to acknowledge that your feedback has been received by Acetek College and we will attend to it. Thank you very much for your effort in bringing it to our attention.

Name / Designation / Signature / Date

Official Use Only

Response:

Initial Action(s) Taken:

☐ Resolved

☐ Unresolved

Time taken for initial response: ____ Days

2nd Stage Action(s) Taken:

☐ Resolved

☐ Unresolved

Time taken for initial response: ____ Days

3rd Stage Action(s) Taken:

☐ Resolved

☐ Unresolved

Time taken for initial response: ____ Days

Attended by:

Verified by:

Name / Designation / Signature / Date

Name / Designation / Signature / Date

Acknowledgment of Action Taken

This is to acknowledge that AceTek College staff / management have briefed me on the action taken and the case is considered closed.

Remarks:

Name / Signature / Date

For Student Only

Note For Grievances/ Complaints: If the Student and AceTek College are unable to resolve the dispute in accordance with the Grievance Procedure as stated in AceTek Student Handbook, the Student and the College shall refer the dispute to the Singapore Mediation Centre for mediation.