EtonHouse®
International School

PARENT / STUDENT FEEDBACK FORM

Part 1 of 2 – Feedbacks / Suggestion Details

Customer/
Student: _____

Date _____ Course Enrolled/ _____ (CLASS _____)

Contact Email _____ Contact Number _____

Please read the following carefully before submitting this form:

1. Comments and Suggestion Forms would be placed in the Parent Liaison Office for parents/students to raise their opinion towards the learning life in the School.
2. The feedback should be filled in with either the Student's name or the Parent so that the Operations Director and/or the Vice Principal/PYP Coordinator can follow up on the right track.
3. The feedback should be constructive, professional towards the lecturing or the School.
4. Request to complain to the Operations Director and/or the Vice Principal/PYP Coordinator, parents/students must make an appointment with the Parent Liaison Office on an official basis.
5. The feedback is given no credibility.
6. The Comments and Suggestions will be placed on standing Senior Management Team committee or agendas and will not be circulated to members of the Board or Board Representatives from Headquarter.

Please describe clearly the nature of feedback

Acknowledgement by Parent/Student: _____

Please indicate how you want the school to reply

☐ **In Person**	☐ **By phone**	☐ **By email**	☐ **No need to reply**

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CAMBRIDGE International Examinations
Cambridge International School
edutrust SINGAPORE
Cert No. : EDU-2-2067
Validity : 06/10/2015 - 05/10/2019

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Part 2 of 2 - For Official Use

ADMINISTRATION			
Action taken by:	☐ Parent Liaison Department	☐ IT Department	☐ Academic Department
	☐ Building Management	☐ Administration	☐ General Office
	☐ Principal	☐ QA Department	☐ Catering

Action Taken:
(Please write clearly and in point form)

Name and Signature of Operations Director/Principal: _____

Date of Reply and Action taken: _____

Note: In the event that the Parent/Student and the school are unable to resolve the dispute in accordance with the grievance procedure above, the parent/student or the school shall refer the dispute to the CPE recommended Mediation Centre for mediation prior to instituting any legal action or proceedings. **The Student/Customer and the school hereby agree to such procedures and to pay such fees as the Mediation Centre may prescribe** from time to time for the purpose of resolving their dispute."

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Process	Responsibility	Remarks
1. Receive, acknowledge and register feedback/complaint.	1. PLO	Acknowledge within 2 working days
2. Investigate (Facts Gathering).	2. PLO	Feedback/complaint can in the form of written Form, letter Telephone, Walk-In, Feedback from teachers
3. Review and assign to appropriate staff for actions.	3. PLO	
4. Recommend solution(s).	4. Staff	
5. Comments / Approved? (Not Approved / Yes / No Comments)	5. Principal	If Principal do not agree with the solution recommended. He/she can recommended resolution to take
6. i. Act on resolution. ii. Act on Principal recommendation resolution.	6. Staff	
7. Accepted? (No / Yes)	7. Complainant	Within 14 working days
8. Track if respond to complaint or feedback are addressed within 14 working days	8. Ops and PLO Mgr	
9. Refer to CPE's Student Services Centre (SSC). The procedure for Dispute Resolution of the CPE Mediation-Arbitration Scheme shall be followed.	9. Principal	In a form of official letter or email to complainant Within 21 working days
10. Closed case. This case will be review at SMT Meeting and if it is deemed necessary to update procedure, policy or systems, it is the responsibility of the respective owner to take action meeting.	10. SMT	
11. Approval and update document, if applicable.	11. MR and QA	
End		

EIS-PLO-FR-008-Rev01