

Student Complaint Resolution Report

Ref:

1 Nature of complaint (attached document if applicable)		
Student name	Contact	Sign and date
2 Identification of the root cause within 2 days		
Identified by		Sign and date
3 Resolution of grievance within 21 days (attached document if applicable) <input type="checkbox"/> With PEO <input type="checkbox"/> CASE Mediation Centre <input type="checkbox"/> Small Claim Tribunal		
Resolved by		Student sign and date
4 Monitoring affected student		
Monitored by		Sign and date
5 Action on root cause		
Action by		Sign and date
Case closure by Principal		Sign and date

Note: Complaint resolution period should not exceed 21 days

The PEO is committed to maintaining the confidentiality of the Student's personal information and undertakes not to divulge any of the Student's personal information to any third party without the prior written consent of the Student.