

PRIVATE & CONFIDENTIAL

**FEEDBACK AND COMPLAINT FORM  
(STAFF / STUDENT)**

Name : \_\_\_\_\_  
NRIC / FIN No. : \_\_\_\_\_  
Date : \_\_\_\_\_

**TYPE OF FEEDBACK**

- Complaints/ Grievances**
- Compliments**
- Others (Please Specify)**

Please provide the feedback and complaint details:

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

Signature of Staff / Student: \_\_\_\_\_

**Acknowledgement of Feedback and Complaints**

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

\_\_\_\_\_  
Signature of Recipient

Name: \_\_\_\_\_

Date : \_\_\_\_\_

\_\_\_\_\_  
Signature of Staff / Student

Name: \_\_\_\_\_

Date: \_\_\_\_\_

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Initial Actions Taken: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Time taken for initial response: \_\_\_\_\_ Days

Attended By: \_\_\_\_\_  
Name & Designation/Signature/Date

**STATUS UPDATE after Initial Response**  
(Feedback/Complaints must be resolved within 21 working days )

Resolved       Unresolved

Action taken: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Action taken by: \_\_\_\_\_  
Signature  
Name: \_\_\_\_\_  
Designation: \_\_\_\_\_  
Date: \_\_\_\_\_

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**Acknowledgement Of Action Taken on the Complaint**

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

Remarks:

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\_\_\_\_\_  
Signature of Staff / Student

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**For Student Only**

Note: For Grievances/ Complaints: In the event that the Student and STEi Institute are unable to resolve the dispute in accordance to the Grievance Procedure as stated in STEi Institute Student Handbook, the Student and STEi Institute shall refer the dispute to the Singapore Mediation Centre for mediation.