

STUDENT'S QUERY OR FEEDBACK

Please complete the form & submit it to our Student Services Office

SECTION A

Applicant's Name (as in NRIC / Passport)		Student ID No.:	FIN No. (Int'l):
Course:	Study Mode: <input type="checkbox"/> Full-time <input type="checkbox"/> Part-time	Student Pass Expiry Date (dd / mm / yy):	
Email Address:		Contact No.:	

Your query/feedback is important to us. Depending on the complexity of the issue, we will provide an outcome of our investigation within 21 days or earlier.

SECTION B

Please describe clearly the nature of query/feedback:
(continue on separate page if necessary)

Recommended solution / action to be taken:
(continue on separate page if necessary)

Student's Signature:

Date:

FOR OFFICIAL USE ONLY

SECTION C

Received by:	Date Received:	Referred to (C-1) (Name and Department)	Date Referred
--------------	----------------	--	---------------

Section C-1

Status of follow up:
(continue on separate page if necessary)

Recommended solution / action to be taken:
(continue on separate page if necessary)

Attended By: (Name and Department)	Reply to Student Service Staff: (Name and Department)	Date of Reply:
---	--	----------------

<input type="checkbox"/> Query/Feedback Resolved & Reverted	Escalated (Referred) to: (Name of HOS / Name of Supervisor)	Date of Referral:
<input type="checkbox"/> Query/Feedback Need Escalate To Higher Authority (C-2)		
<input type="checkbox"/> Query/Feedback Keep-In-View		

Section C-2

Status of follow up:
(continue on separate page if necessary)

Recommended solution / action to be taken:
(continue on separate page if necessary)

Attended By: (Name and Department)	Reply to Student Service Staff: (Name and Department)	Date of Reply:
---	--	----------------

<input type="checkbox"/> Query/Feedback Resolved & Reverted	Record & Closed By: (Name)	Date Closed:
<input type="checkbox"/> Query/Feedback Need Escalate To CPE Mediation		
<input type="checkbox"/> Query/Feedback Keep-In-View		

This form is to be filed into Student's Personal File.