

PARENT / STUDENT FEEDBACK FORM

Part 1 of 2 – Feedbacks / Suggestion Details

Customer/Student:

Date

Course Enrolled /

Contact Email

Contact Number

Please read the following carefully before submitting this form:

1. Comments and Suggestion Forms would be placed in the School 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 Principal 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 Principal, parents/students must make an appointment with the School Office on an official basis.
5. The feedback is given no credibility.
6. The Comments and Suggestions will be placed on standing 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

<input type="checkbox"/> In Person	<input type="checkbox"/> By phone	<input type="checkbox"/> By email	<input type="checkbox"/> No need to reply
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Middleton International School



Part 2 of 2 - For Official Use

ADMINISTRATION

Action taken by:

Principal Academic Department General Office Transport Provider

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."