

学生反馈/投诉处理表格

STUDENT FEEDBACK & COMPLAINT FORM

学生反馈/投诉处理表格

(CONFIDENTIAL) (保密) (Delete Not Applicable Items) 删除不适用的项目

Student / Parent Name 学生或家长姓名:		Complaint Date 会面日期:
Class 学生年级	Student's Pass No 学生证号:	Time 开始时间:
Admission Date 入学日期:		Contact No 联系电话:

Feedback Channel: e-mail / Walk-in / Telephone / Others (Please specific): _____

见面 / 会谈途径: 电话 / 传真 / 面对面 / 通过第三者 / 其他

Type of Problem (s): About Course Fees / Teachers / Staff / Facilities / Others (Please specify): _____

问题类别: 课程内容 / 学费 / 职员 / 老师 / 设施 / 其他

Section A (must be completed and respond to student within 24 hours upon received of completed form)

Summary of Contents	
Student's Signature 学生签名: Date 日期:	Customer Support Service Executive Signature: 学生事务员签名: Date 日期:
Investigation, Solution and action 调查结果与处理:	
HOD of Customer Support Service Signature: 学生事务经理签名: Date 日期:	

Section B (if not applicable, proceed to Section C)

Further Investigation / Action by HOD of customer Support Service / Director of Marketing (if necessary): 进一步调查 / 学生事务经理或营销董事介入处理 (如果需要):
HOD of Customer Support Service / Director of Marketing Signature: 学生事务经理或营销董事签名: Date 日期:

Section C (must be complete within 21 days upon received of complete form)

Feedback to Student / Parent 给学生或家长的答复:	
Parent / Student comment: Agreed / Not agreed t the Solution and Action (proceed to mediation channel) 家长或学生对学校处理结果的意见: 接受 / 不接受 (寻求调解中心)	
Student / Parent Signature: 学生或家长签名: Date 日期:	HOD of Customer Support Service / Director of Marketing Signature: 学生事务经理或营销董事签名: Date 日期:

All information provided will be treated with strictest confidentiality and be for internal use only