

Student Complaint Resolution Report

Ref:

Note: Complaint resolution period should not exceed 21 days

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	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	