



JE EDUCATIONAL COLLEGE PTE LTD

(A Member of JE Educational Group)

Trusted College Since 1986

Website: www.jegroup.edu.sg ; ☎ +65-6565 9786, +65-6560 5559



STUDENT FEEDBACK AND COMPLAINT FORM

Notes for grievance & complaints: In the event that JE is unable to resolve the dispute in accordance with the Grievance Procedure as stated in the College website, the student and JE shall refer the dispute to the Council for Private Education. The CPE, through its Student Service Centre will refer the dispute to the Singapore Mediation Centre (SMC) for mediation. If mediation fails, the dispute will be referred to the Singapore Institute of Arbitrators (SIArb) for arbitration. Any fee payable to the SMC or SIArb will be borne according to the guidelines set by CPE.

Student Name: _____ **NRIC/FIN:** _____

Course Title: _____ **Contact No:** _____

Receiving Mode: Email () / Walk-in () / Telephone () Others ()

Type of Feedback: Complaint () Compliment () Suggestion for improvement () others ()

Staff Service Quality (Front Line) () Facilities, Maintenance, IT () Lecturers ()

Academic Programs, Exam fairness () Classroom environment () Course fees ()

Detail Description:

Signature of Student

Date

The College's Declaration:

1. Student information collected through this form is solely for the purpose of improving our procedures and processes to serve our Students better;
2. JE undertakes to protect the confidentiality of Student's personal data.
3. All outcomes of the feedback and complaints are communicated to the students in a timely manner and any complaint and feedback is resolved within 21 working days.

The students can get assistance from the Council for Private Education

Council for Private Education

2 Bukit Merah Central

SPRING Singapore Building, #05-00

Singapore 159835

Tel : (65) 6499 0300

Fax : (65) 6275 1396

Email : CPE_CONTACT@cpe.gov.sg

Website : www.cpe.gov.sg

CPE Student Services Centre

1 Orchard Road (YMCA Building) #01-01

Singapore 238824

Nearest MRT: Dhoby Ghuat (Exit A)

Tel : (65) 6592 2108

Fax : (65) 6337 1584

Email : CPE_CONTACT@cpe.gov.sg

Website : www.cpe.gov.sg

College Address : 1 KAY SIANG ROAD LEVEL 11
Singapore 248922

Telephone : 6565-9786 / 6560-5559

Email : info@jegroup.edu.sg

Website : www.jegroup.edu.sg

CPE Registered College Registration No # 200300756Z (3/6/2014 – 2/6/2018)



QAIC / SG / 382



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Official Use only

Initial actions taken:

Attended by: _____ Time taken for initial response: () days

Name, Signature, Designation

Status update after initial response

(i.e. Not more than 14 working days from the date of feedback)

() Resolved () Unresolved

For unsolved case, action taken by Management

Attended by: _____

Time taken for actions: ()

days

Name & Signature, Designation

Status update after resolved by Management

() Resolved () Unsolved

For unsolved case, actions taken by Student and the College

JE is committed to maintaining the confidentiality of students' and staff's personal particulars and undertakes not to divulge the information to any third party unless required by law or other statutory regulations.

JEFRM STD021 Student Feedback and Complaint Form Ver.2.1/JE (Updated: 10/08/2016)

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