

Accountability <b>Head, Quality Assurance &amp; Compliance</b>		Title <b>Feedback Management</b>		
Approved by	<b>Woo Yin Wai</b>			
Signature <b>Controlled Document</b>	Date <b>01/07/2013</b>	Document No. <b>PRO-QA-09</b>	Version No. <b>9</b>	Effective date <b>01/07/2013</b>
Related Documents <b>1. Feedback Form</b>				

Student/stakeholder feedback to Curtin Singapore received through the following channels:

- **Feedback Form** (To be submitted to Student Central or drop into Feedback Box)
- **Email to [feedback@curtin.edu.sg](mailto:feedback@curtin.edu.sg)**\* (Feedback Form to be completed by QA Officer)
- **Telephone Call to 6593 8000\*\*** (Feedback Form to be completed by QA Officer)

Note:  
\* = Feedbacks received via other email addresses shall be forwarded to [feedback@curtin.edu.sg](mailto:feedback@curtin.edu.sg)

\*\* = Feedbacks received via phone shall be communicated to QA Officer

Completed Feedback forms or feedback in other modes shall be forwarded to Quality Officer who will carry out the following follow up actions:

1. Send acknowledgement of receipt to feedback initiator
2. Record the Feedback in Feedback Register
3. Work with relevant department regarding feedback

Departmental Manager and QA Officer review feedback and formulate solution to resolve feedback raised.

QA Officer sends response to feedback initiator regarding solution to feedback raised

Feedback Resolved? (Yes) → No further action required

QA Officer and Department Director review feedback and decide on alternate solution to resolve feedback

QA Officer sends response to feedback initiator regarding alternate solution to feedback raised

Feedback Resolved? (No) → Feedback initiator may approach the following external Authorities:

- Council for Private Education
- Student Services Centre
- Singapore Mediation Centre
- Singapore Institute of Arbitrators

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Inputs provided by external Authority

\*QA Officer resolves and closes feedback raised with feedback initiator and updates Feedback Form

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\* Any feedback/complaint must be resolved within 21 working days

