

FEEDBACK HANDLING PROCESS CHART



CUSTOMER

MANAGEMENT

PRINCIPAL

Raises dissatisfaction with Homeroom Teacher

Attempts to resolve within 3 working days

Resolved ?

Is kept informed of handling process

Escalates matter to Senior Teacher/ Coordinator

Attempts to resolve within 5 working days

Resolved ?

Submits written Formal Complaint Form and supporting documents (if any)

Escalates matter to Manager

Attempts to resolve within 5 working days

Resolved ?

Escalates matter to Principal

Maintains records and follow ups on closures

Makes final decision on matter of dissatisfaction

