

EAST ASIA SCHOOL OF THEOLOGY

1 Dorset Road, Singapore 219486 Tel: (65) 62919744 Fax: (65) 62995040

Email: admissions@east.edu.sg Website: http://www.east.edu.sg

COMPLAINT, DISPUTE AND GRIEVANCE RESOLUTION FORM

SECTION A: PARTICULARS

Full Name of Complainant:	Student ID #:	Date in which complaint is launched:
Tel (Home/Mobile):	Email Address:	
Home Address:		

SECTION B: NATURE OF COMPLAINT

Time of Occurrence:	Date of Occurrence:
Place of Occurrence:	People Involved:
Description of Complaint (Append if space is insufficient):	

SECTION C: RESOLUTION OF COMPLAINT (FOR OFFICIAL USE ONLY)

	Tracking of Complaint Resolution	Date	Remarks & Signature
1.	Received by Dean of Students / Principal*		
2.	Referred to Operation Leaders		
3.	Referred to College Management		
4.	Referred to CASE Mediation Centre		
5.	Referred to police, courts, etc.		
6.			

The Complaint was resolved on _____ (Date) in the following manner:

Name and Signature of Dean of Students / Principal*

Name and Signature of Complainant

* Delete whichever is inappropriate.