

## TTRP - Formal Feedback Procedure

Should a student choose to feedback or lodge a formal complaint to the school, he/she may do so by:

### Step 1

Submitting the Student Feedback Form to the Administration. This Form may be obtained from the school's Assistant Manager, Ms Low Kah Wei, at [kahwei@practice.org.sg](mailto:kahwei@practice.org.sg);

### Step 2

Within two (2) working days from the date of receipt of the Student Feedback Form, the administration will acknowledge the receipt of the feedback or complaint.

### Step 3

Within seven (7) working days from the date of receipt of the Student Feedback Form, if the student has lodged a complaint, he/she will be informed of his/her meeting with the Feedback panel comprising:

- a. 1 representative from the Board of Directors
- b. 1 representative from the faculty
- c. 1 representative from the administration.

### Step 4

At the panel meeting, a decision will be made as to the measures and time schedule required to resolve the complaint lodged.

### Step 5

In the event the complaint is still not resolved within twenty-one (21) working days of the abovementioned meeting, the dispute will be brought to a mediator from a panel comprising theatre practitioners appointed by the school and approved by CASETRUST.

### Step 6

If the dispute still cannot be resolved, the student may take other measures which are open to him/her.

