



BORANG MAKLUM BALAS DAN ADUAN PELANGGAN

1. Borang Aduan Pelanggan ini digunapakai untuk memberi kenyataan rasmi mengenai perasaan tidak puashati pelanggan terhadap dasar/polisi, pentadbiran, perkhidmatan, perundangan, penguatkuasaan, perancangan, pembangunan dan kewangan yang diberikan oleh Universiti Pendidikan Sultan Idris.
2. Terma Aduan merangkumi maklumbalas, pertanyaan, pujian, dan cadangan penambahbaikan yang diberi oleh pelanggan.
3. Aduan yang melibatkan tata tertib dan perundangan tidak perlu melalui Pusat Tanggungjawab (PTj) atau Urus Setia Aduan Universiti (USAU) tetapi dihantar terus kepada Bahagian Govenan UPSI.

KENYATAAN MAKLUM BALAS / ADUAN

Nama * :

Tarikh Aduan :

Alamat * :

No. Tel ./ Fax * :

Emel * :

Perhatian :

*Sekiranya pengadu memerlukan respon, pihak kami memohon anda mengisi ruangan bertanda *. Bagi aduan yang melibatkan tata tertib dan perundangan, Bahagian Govenan komited terhadap kerahsiaan, integriti dan keselamatan maklumat yang diberikan.*

KEGUNAAN PEJABAT

Nama Penerima :

Tandatangan:

Jawatan :

Tarikh :



CUSTOMER FEEDBACK FORM

1. This Customer Feedback Form is used to address official statements regarding customers' unsatisfactory towards the principle/policy, administration, service, legislation, enforcement, planning, development and finance that was given by Universiti Pendidikan Sultan Idris.
2. Terms of Complaint consists of feedback, query, commendation and suggestions of improvements that is given by the customers.
3. Complaints involving discipline and legislation does not need to go through Responsibility Center (PTj) or Secretariat of University Complaints (USAU) but will be sent straight to UPSI Legislation Section.

FEEDBACK STATEMENT / COMPLAINTS

Name * :

Date of Complaint :

Address * :

Tel. No./ Fax * :

Email * :

Attention :

*If a complainant needs response, we would like you to fill in the blank spaces marked *. For complaints involving discipline and legislation, the Legislation Section is committed to the secrecy, integrity and safety of the information that is given.*

FOR OFFICE USE

Receiver's Name :

Signature :

Position :

Date :