

TPI is committed to provide total learning satisfaction. A learner or any stakeholder may raise an appeal/ complaint with regards to any decision/ action taken by the Institute. This facility is open to promote fairness of judgment, equality among all, and most importantly to improve our services through continuous organizational learning.

Kindly submit this form to the Quality Manager for review and further investigation.

Part One: Appellant/ Complainant

Personal Details

Name:

ID Number:

Contact Number:

Email Address:

Course Name:Date:.....

Part Two: Appeal/ Complaint Details

Please tick ✓

- Not being awarded a course or programme certificate.
- Refusal or termination of registration.
- Disapproval of credit transfer request.
- Disapproval of RPL (recognition of prior learning) request.
- Unsatisfied with the exam/ grade result.
- Unsatisfied with accreditation.
- Unsatisfied with Consultancy.
- Other Services provided by the Institute, please specify: _____

Reason of Appeal/ Complaint: (brief explanation)

-----Below is for TPI Personnel Comments-----

Comments/ Action Taken/ Result

Appellant/ Complainant Signature: _____

Date: _____

Management Signature: _____

Date: _____