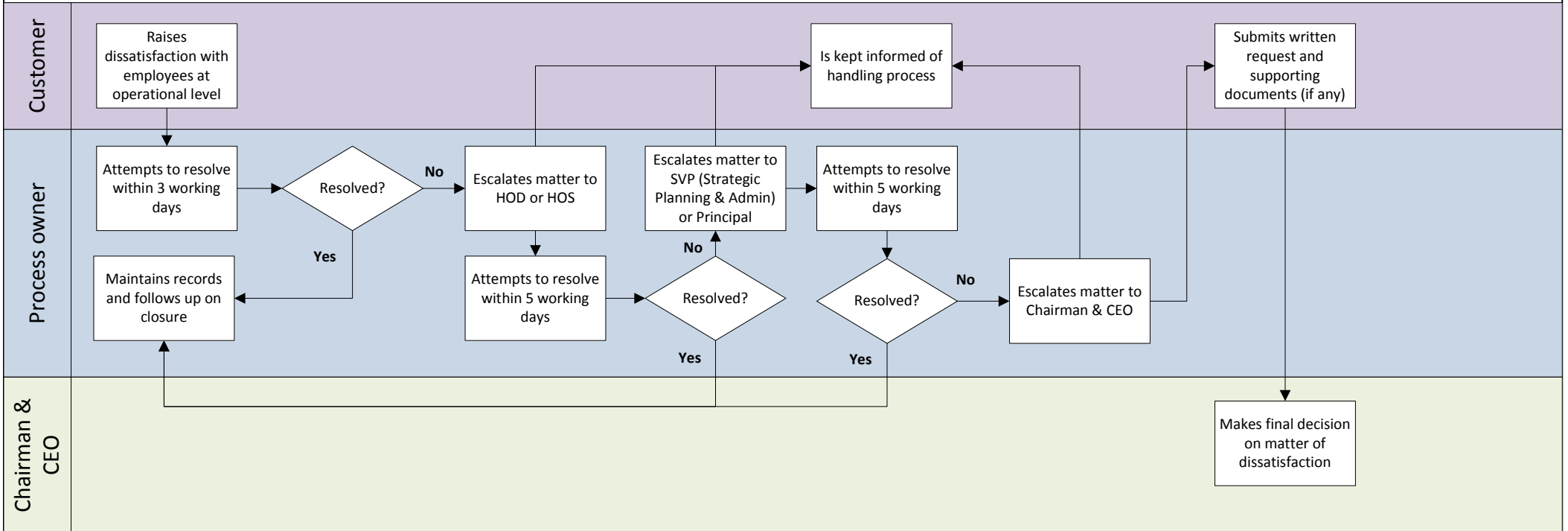


FEEDBACK HANDLING PROCESS



Excelsior International School	Version: 1.0 (1st March 2012)	Process No: EIS/MY/FEEDBACK	Process Owner: Each process owner
---------------------------------------	-------------------------------------------------	------------------------------------	---------------------------------------------