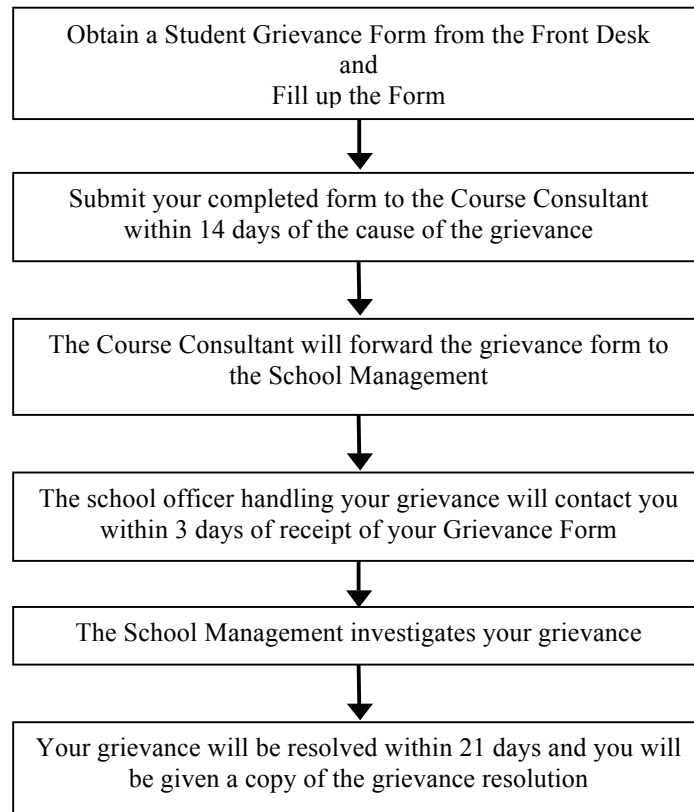




Since 1989

GRIEVANCE PROCEDURE

HOW TO FILE A STUDENT GRIEVANCE



If your grievance cannot be resolved within the school, you will be advised to seek alternative redress with CASE mediation centre

TERMS OF GRIEVANCE SUBMISSION

This Grievance Procedure is applicable to students who wish to raise a grievance that is within the jurisdiction of the School Management.

- ❖ The School will make every effort to ensure that every complaint is attended to promptly and sympathetically.
- ❖ You may raise a complaint individually or as a group.
- ❖ Appeals over grades are not dealt with in the Student Grievance Procedure.
- ❖ Where possible, students are advised to first raise your grievance informally with your lecturer or the Course Consultant, as such informal grievances have the best chance of being resolved effectively, if dealt with at an early stage.
- ❖ If the dispute remains unresolved, the student will be advised to submit the Student Grievance Form to request for formal intervention from the School Management.

Confidentiality

Where possible, the school will keep all information provided in the Student Grievance Form confidential. However, in certain cases, confidentiality is not possible, for eg. where a criminal offence has occurred, and when the School needs to conduct investigations. The student will be informed by the school officer-in-charge of the grievance if there is no possibility of ensuring the confidentiality of the grievance.