



Student Grievance Procedures

Students' feedback / complaints are to be documented using the Student Feedback / Complaint Form.

Note: Feedback / complaints received from email shall be managed using email correspondence.

The responsibility of staffs to ensure Student Feedback / Complaint are properly handled are define in the Student Feedback / Complaints Form to ensure effectiveness in resolving the issues that were raised.

The PEO will keep complainant informed of the status of the complaint investigation. Initial response by the school to a complaint should be within 5 working days upon receipt. The PEO shall resolve complaints within a maximum of 21 working days upon receipt of the complaint.

A Feedback / Complaint Investigation Report – Student will be submitted to the student.

In the event that the Student and the PEO are unable to resolve the dispute in accordance with the grievance procedure above, the Student and the PEO shall refer the dispute to the CASE Mediation Centre for mediation prior to instituting any legal action or proceedings.

- The Student and the PEO hereby agree to such procedures and to pay such fees as the CASE Mediation Centre may prescribe from time to time the purpose of resolving their dispute.

Students' Feedback / Redress Resolution

