

Student Grievance Procedures

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

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

The responsibilities of staff to ensure that Student Feedback / Complaint are properly handled are defined in the Student Feedback / Complaint Form to ensure effectiveness in resolving issues that were raised.

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

Feedback / Complaint Investigation Report – will be issued to the student.

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

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

Student's Feedback / Redress Resolution

