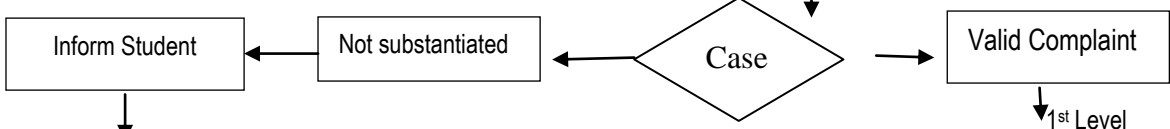


Any student who believes he/she has grounds for a grievance shall make an attempt in good faith to resolve the problems with the faculty, staff or administrator who is the source of the complaint.

Received Feedback/Complaints (Student/Stakeholders) via:
 1. Email
 2. Phone-call
 3. Student approach to staff

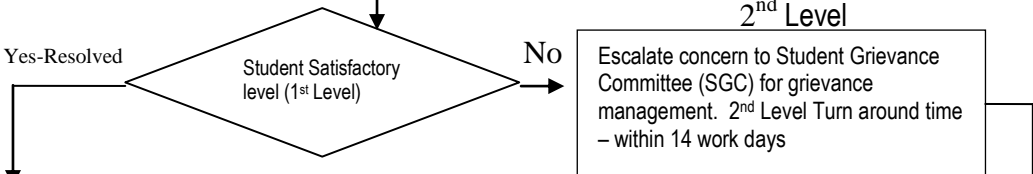
All feedback/complaint received from students/stakeholders will be acknowledge and response within 24 hours – **first response**



All feedback/complaint will be evaluated by ISR and passed to the department concerned for investigation. - **Handover turn-around-time within 1 work day**

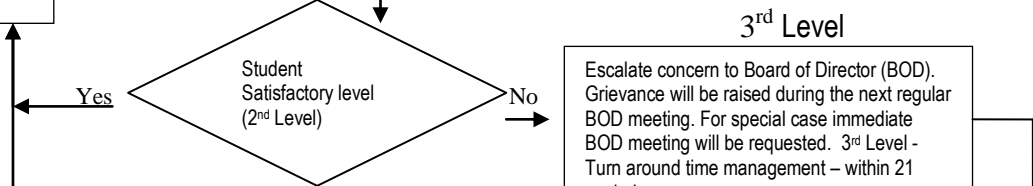
HOD starts investigation and finds solution–(Turn around time management – within 7 work days)

Inform ISR investigation outcome and solution



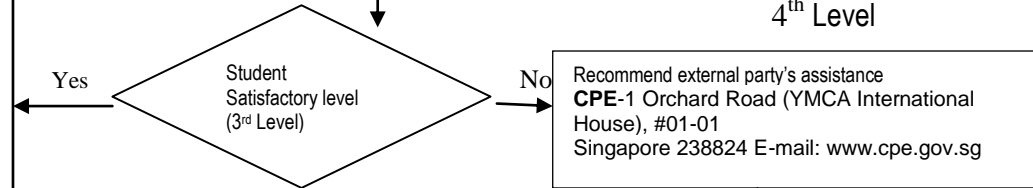
2nd Level
 Escalate concern to Student Grievance Committee (SGC) for grievance management. **2nd Level Turn around time – within 14 work days**

Inform ISR investigation outcome and solution

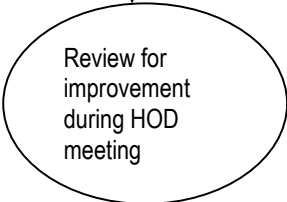


3rd Level
 Escalate concern to Board of Director (BOD). Grievance will be raised during the next regular BOD meeting. For special case immediate BOD meeting will be requested. **3rd Level - Turn around time management – within 21 work days**

Inform ISR investigation outcome and solution



4th Level
 Recommend external party's assistance **CPE-1 Orchard Road (YMCA International House), #01-01 Singapore 238824 E-mail: www.cpe.gov.sg**



Remarks: Student Grievance Committee will consist of HOD from ISR

- 1st level Grievance –within 7days.**
- 2nd level Grievance –within 14days.**
- 3rd level Grievance –within 21days.**