

Handling of Grievances

It is the objective of the Student Services to encourage the prompt and informal resolution of grievances of students as they arise, and to provide recourse to orderly procedures for student grievances to be addressed and resolved.

A student grievance may arise from any aspect of a student's educational experience at the College which they believe to be unfair, unjust or unreasonable. Student grievances can be made verbally, written manually via a letter or electronically via Email to feedback@aec.edu.sg.

A student seeking resolution of a grievance should follow the steps outlined below. These steps have been put in place to facilitate resolution of grievances with a minimum of delay.

Step 1:

Any student who believes that he or she has a grievance shall first take up the matter with the Student Services officer or Head of Student Services within five (5) working days of its occurrence. The Student Services officer or Head of Student Services shall provide an opportunity for full discussion of the grievance with the aggrieved student. The Student Services shall respond within three (3) working days after receipt of the grievance from the aggrieved student.

Step 2:

If the response of the Head of Student Services in Step 1 is unsatisfactory to the student and does not settle the issue, the aggrieved student may raise the issue to the Head of School within three (3) working days after the date on which the Student Services officer or Head of Student Services response was due. The Head of School shall provide opportunity for discussion and review, and shall respond within five (5) working days after receipt of the grievance from the aggrieved student.

Step 3:

For grievances which have not been resolved in Step 2, the student may further appeal to the Chief Operations Officer (COO) within three (3) working days. The COO will take necessary action and decide on the matter. This decision shall be transmitted in writing to the aggrieved student within seven (7) working days from the date the grievance was brought to the attention of the COO. This decision shall be final and not subject to further appeal unless further appeal is approved by regulation.

Step 4:

In the event that the student and AEC College are unable to resolve a dispute in accordance to the grievance procedure, the student and AEC College shall refer the dispute to the Council for Private Education (CPE) Student Services as an alternative form of redress.

