

STUDENT FEEDBACK AND GRIEVANCES PROCEDURE

GSTM approaches student feedback and grievances according to the following procedure:

- 1) Informal management of feedback (minor problem) will be attended within two days it received before escalating to Written Grievance (major problem).
- 2) Student feedback / grievances will be addressed at the source of student dissatisfaction;
- 3) Written grievances or major issues will be resolved **within 21 working days** from the day the feedback / grievance received.
- 4) All feedback / complaint is recorded in Feedback / Complaint Resolution Form.
- 5) Students are assured that they will not suffer any form of discrimination as a result of making a complaint.
- 6) Feedback / Grievance channels (including request for interview, Evaluation Forms, verbal and written complaints and the support available to students to ensure the fulfilment of the grievance resolution process.

As a constant effort towards improving our products and services, GSTM welcomes feedback from students. Feel free to fill up the Student Feedback Form available at the GSTM's Website or alternatively, you may write to info@gstm.edu.sg

We will investigate and act-on to resolve the areas of concern either immediately or within 14 working-days, depending on the complexity of the case.

If we are unable to solve the complaint amicably, we may refer the matter concerned and affected person/s to the CPE Student Services Centre.

CPE Student Services Centre 1 Orchard Road (YMCA Building)
#01-01 Singapore 238824
Tel: (65) 6592 2108
Fax: (65) 6337 1584
E-mail: CPE_CONTACT@cpe.gov.sg
Website: www.cpe.gov.sg

In the event that a student is still unsatisfied with the outcome of the internal grievances resolution process or the matter is still unresolved, we may refer the matter concerned and affected person/s to the CPE Mediation- Arbitration Scheme, please visit <http://www.cpe.gov.sg/cpe/slot/u100/Publication/publication/Dispute%20Resolution%20Brochure.pdf>.

Feedback Flowchart

