

Student's Complaint/Grievance Handling Procedure

At Wavelink Maritime Institute Pte Ltd (WMI), we have a formal procedure to record and investigate a Student's complaint or grievance. All efforts shall be made to examine all the facts comprehensively. Students' complaint or grievance shall be treated with strictest confidentiality.

Student's complaint or grievance must be made in writing and signed and handed over personally to WMI Student Counselling Officer.

It is important that the Student includes the following items in the Complaint/Grievance Letter.

- Student's Name
- Student's Pass No.
- Student's Complaint/ Grievance – Description
- Redress Sought by the Student

The Student may be interviewed to seek clarification.

WMI Student Counselling Officer shall acknowledge the Student's Complaint/Grievance in writing soonest (in any event, no later than 2 Working Days from the date the Student had personally handed over the Complaint/Grievance) and shall indicate a possible Time Frame for the resolution.

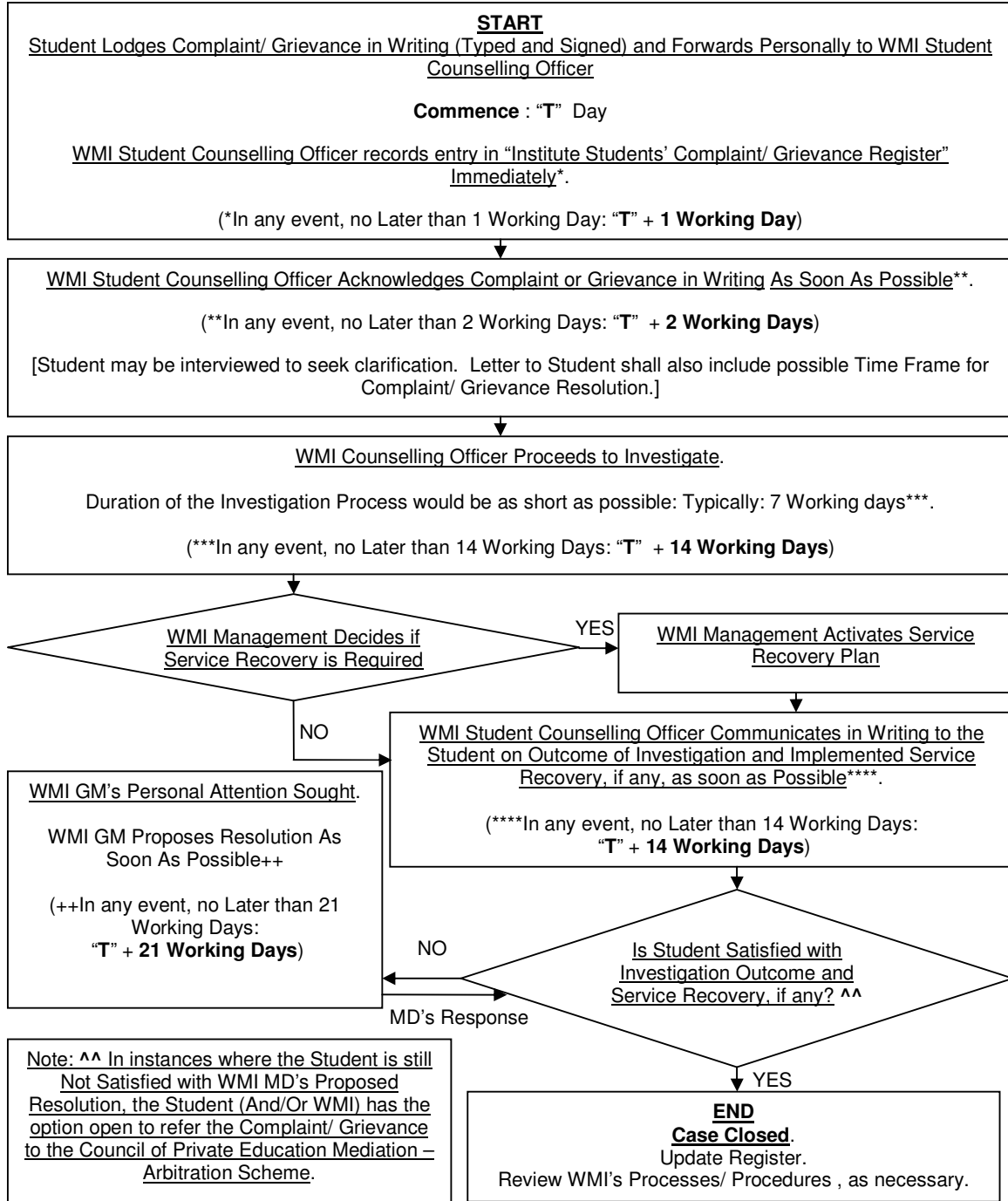
Every effort shall be made to expedite the investigation. After the Complaint/Grievance has been investigated, the outcome of the Investigation and redress, if applicable, shall be communicated in writing to the student as soon as possible (in any event, no later than 14 Working Days from the date the Student had personally handed over the Complaint/ Grievance).

If the Student is not satisfied with the proposed resolution, it shall be brought to the attention of WMI General Manager, for his personal attention and response. WMI General Manager shall recommend the proposed resolution as soon as possible (in any event, no later than 21 Working Days from the date the Student had personally handed over the Complaint/ Grievance).

In instances where the Student is still Not Satisfied with WMI General Manager's Proposed Resolution, the Student (And/OR WMI) has the option open to refer the Complaint/ Grievance to the Council of Private Education Mediation – Arbitration Scheme.

The WMI Students' Complaint/ Grievance Handling Procedure is shown in the Flowchart that follows:

WMI STUDENT'S COMPLAINT/ GRIEVANCE HANDLING PROCEDURE – FLOWCHART



Towards Excellence in Maritime Education & Training

The student complaint form is attached below:

STUDENTS' COMPLAINT/GRIEVANCE FORM

To: WMI Student Counselling Officer

From: <Student's Name>

Student's Pass Number: _____

Student's Complaint/ Grievance – Description

Redress Sought by the Student

Remarks
