

## GRIEVANCE POLICY

1. SMA is committed to providing efficient channels for students to provide feedback or/and to seek resolution for any disputes or grievances in a systematic and impartial manner.
2. A feedback/complaint may arise from any aspect of the student's educational experience. This includes unsatisfactory services such as abrupt changes to schedule, delays in assessment results or poor teaching quality.
3. Students will have to take note that SMA's policies and procedures will take precedence over the dispute resolution process in relation to matters pertaining to student discipline and academic disagreements.
4. Please refer to the following steps which would assist you in the course of provision of feedback and if need be, the resolution of disputes and/or grievances.

Step 1: Students may provide feedback via the following channels:

- a) Write in via email to [students@mediaacademy.sg](mailto:students@mediaacademy.sg) or
- b) Speak directly to the Student Affairs Department.

All feedback will be acknowledged via email by the Student Affairs Department within three (3) working days. The respective departments involved will investigate the feedback. Student Affairs will provide the student with a resolution within seven (7) working days from the date of receipt of feedback.

Step 2: At this point, all disputes and grievances should be resolved within the Academy and the student. In the unlikely case that mutual agreement cannot be reached, the student may file an appeal to Singapore Media Academy Management who will approach the issue from an independent perspective. Appeal will be acknowledged via email by the Student Affairs within two (3) working days.

Step 3: A final resolution will be offered within seven (7) working days from the date of appeal to the SMA Management. Should there be more time needed for resolution, SMA will inform student via email. Any feedback/complaints are to be resolved within 21 working days. *\*If, for reasons beyond SMA's control the investigation and outcome exceeds, or is likely to exceed the timeframes set out, the student will be notified in writing.*

Step 4: In the event that the student or Singapore Media Academy is unable to resolve the dispute in congeniality, either party may refer the dispute to the In the event that the student or SMA is unable to resolve the dispute in congeniality, either party may refer the dispute to Private Education Mediation-Arbitration Scheme. More inf here: <https://www.ssg.gov.sg/resources/pei/>