

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 which they believe to be unwarranted, unreasonable or irrational. This includes unsatisfactory services such as abrupt changes to schedule, delays in assessment results or awarding certificates and 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
- b) Submit a completed "Compliment/Enquiry/Feedback Form" to the Student Affairs Department;
- c) Speak directly to the Student Affairs Department.

All feedback will be acknowledged via email by the Student Affairs Department within two (2) working days. Your feedback will be investigated by the respective departments involved. The Student Affairs Office will provide you with a resolution within three to seven (3-7) working days from the date of receipt of feedback.

Step 2: In the event that the resolution offered to you is unsatisfactory, you will be given the choice to escalate the disputed issue to the Manager, Student Affairs. The Manager, Student Affairs, together with the Student Affairs Department staff, will investigate your dispute and provide you with a resolution within three (3) working days from the date of appeal.

Step 3: At this point, all disputes and grievances should be resolved within the school and the student. In the unlikely case that mutual agreement cannot be reached, the student may file an appeal to Singapore Media Academy Senior Management who will approach the issue from an independent perspective. A final resolution will be offered within seven (7) working days from the date of appeal to management.

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 CPE Student Affairs Office. According to the Council for Private Education Mediation/Arbitration Scheme [Ref: Private Education (Dispute Resolution Schemes) Regulations 2010 Third Schedule], parties to a dispute will be referred first for mediation at the Singapore Mediation Centre. If the dispute is not resolved through mediation, the dispute will be referred for arbitration by an arbitrator appointed by the Singapore Institute of Arbitrators.