

## FEEDBACK AND GRIEVANCE PROCEDURE

Avanta Academy approaches student/learner feedback and grievances according to the following procedure.

1. Informal management of feedback (minor problem) will be attempted within two days it received before escalation to Written Grievance (major problem).
2. Student/Learner feedback / grievances will be addressed at the source of student dissatisfaction.
3. Written grievances or major issues will be resolved within 14 working days from the day the feedback / grievance was received.
4. All feedback / complaints are recorded in Feedback / Complaint Resolution Form.
5. Students/Learners 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 make sure the fulfillment of the grievance resolution process.

([https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)/resources/dispute-resolution](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/resources/dispute-resolution))

