

Grievance Procedures

To ensure that students understand how to appropriately pursue a grievance at PIBCA, students are encouraged to seek clarification and advice regarding procedures before initiating a grievance. Although a student may seek such advice from any teacher or staff member, the Office of Service has staff members (Course Consultant) trained to help students who have grievances. Students are encouraged to seek assistance from administration office in pursuing any type of grievance.

Step 1.

If a complainant feels that he/she has been discriminated against, the student must first bring the problem to the attention of the PIBCA Service Department: Course Consultant within five (5) days of the knowledge or alleged cause for grievance occurs.

Step 2.

The complainant, coordinator, and other involved parties will work informally to negotiate a solution within seven (7) school days or a total of ten (10) school days from filing a grievance.

Step 3.

If the grievance cannot be satisfactorily resolved working informally, the student may want to proceed to file a formal grievance to PIBCA Management within seven (7) school days or a total of fifteen (15) school days from filing a grievance In form of written notice and face-to-face interview.

After 15 days of filing a formal grievance with PIBCA Management and the grievance is still un-resolved satisfactory. Students/PIBCA shall refer the dispute to CASETRUST Mediation Centre prior to instituting any legal action or proceeding.

Step 4.

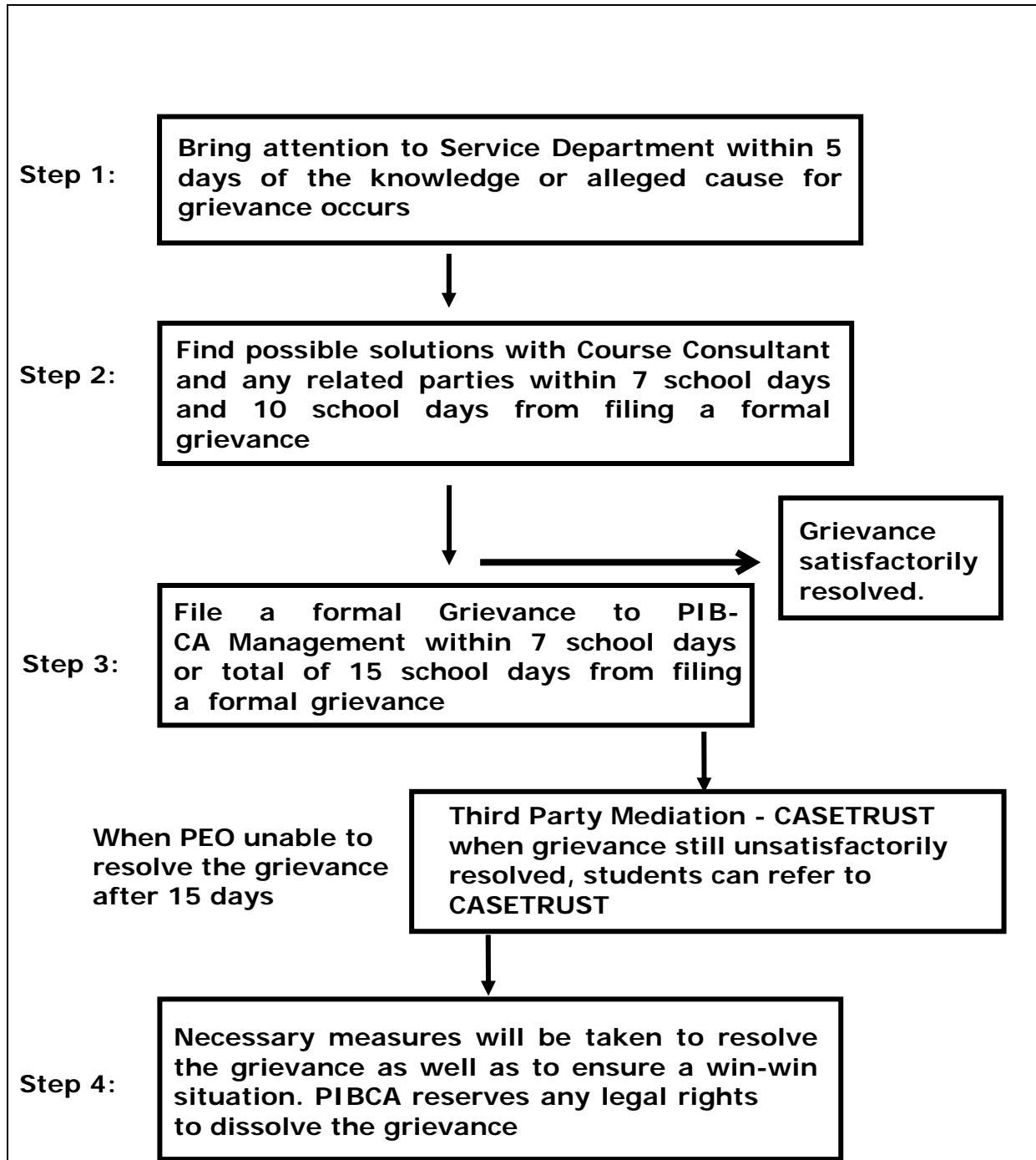
Personal counselling services are provided for students and teachers. PIBCA reserves any legal rights to dissolve the above matters.

NOTE: Days given are to keep the process moving and can be changed by agreement of all parties

Grievance Procedures Flowchart

For a student wish to file a formal grievance in PIBCA, the procedures are summarised in Table C3 below.

Table C3: File a Grievance



Student Complaint Resolution Report

Ref:

Note: Complaint resolution period should not exceed 15 days

1 Nature of complaint (attached document if applicable)		
Student name	Contact	Sign and date
2 Identification of the root cause within 5 days		
Identified by	Sign and date	
3 Resolution of grievance within 15 days (attached document if applicable) <input type="checkbox"/> With PEO <input type="checkbox"/> CASE Mediation Centre <input type="checkbox"/> Small Claim Tribunal		
Resolved by	Student sign and date	
4 Monitoring affected student		
Monitored by	Sign and date	
5 Action on root cause		
Action by	Sign and date	
Case closure by Principal	Sign and date	