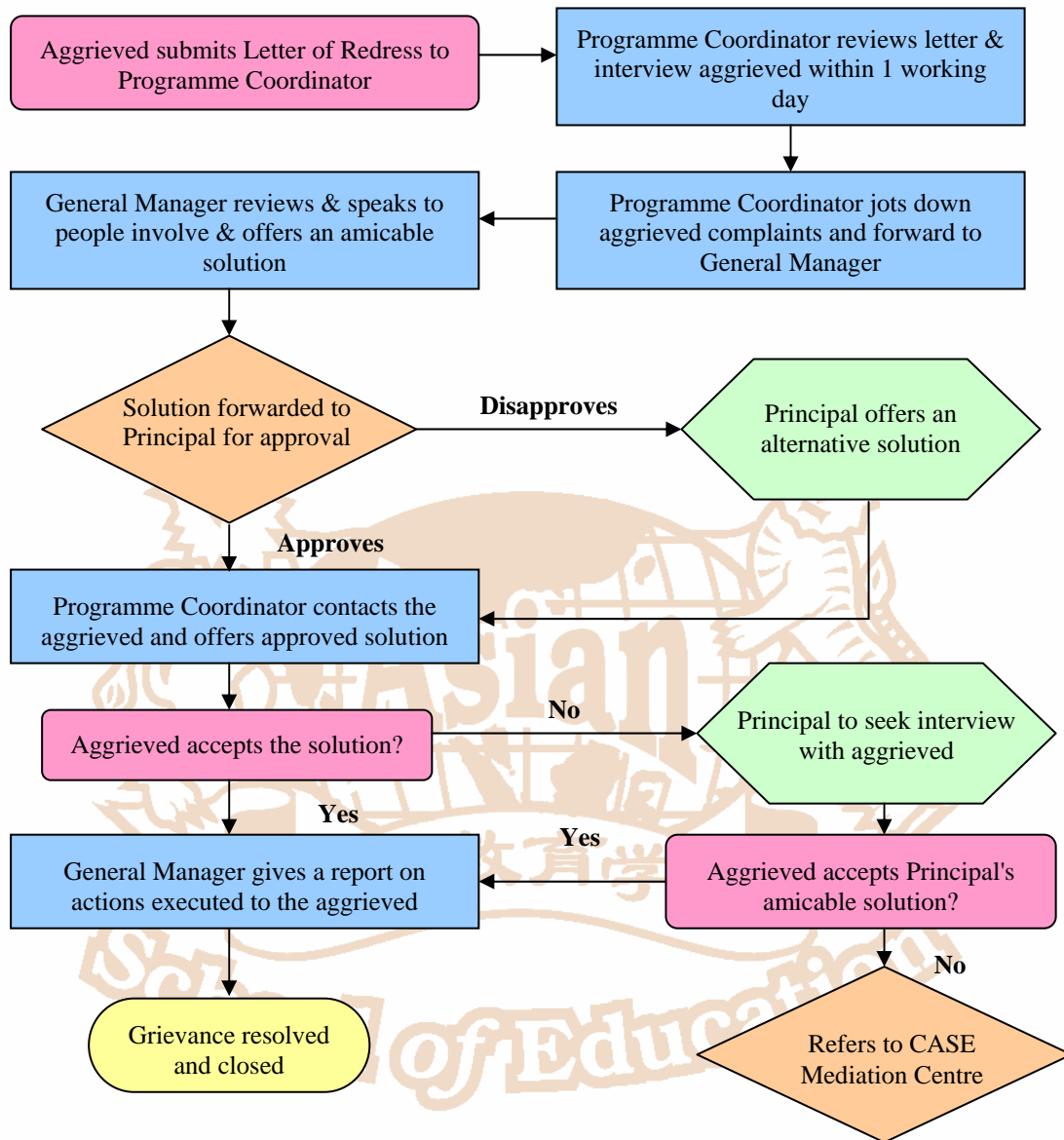


# GRIEVANCE PROCEDURE

Students seeking redress for their grievance are to abide by the following procedures:



## Important Contact Persons & Numbers

Name	Designation	Contact No.	Email
Asian School of Education	School	63383373 / 2281	<a href="mailto:info@ase.edu.sg">info@ase.edu.sg</a>
Ms Helen Chuang	Principal	63383373 / 2281	<a href="mailto:helen@ase.edu.sg">helen@ase.edu.sg</a>
Mr Andy Chai	General Manager	63383373 / 2281	<a href="mailto:andy@ase.edu.sg">andy@ase.edu.sg</a>
Ms Char Ann Ling	Programme Coordinator	63383373 / 2281	<a href="mailto:annling@ase.edu.sg">annling@ase.edu.sg</a>
CASE Mediation Centre	Complaints Department	64631811	<a href="mailto:complaints@case.org.sg">complaints@case.org.sg</a>

*Note: Appeals over GRADES are not dealt with in this Student Grievance Procedure.*

- ★ ASE will resolve complaints and submit a report to students within 21 working days.
- ★ Students are advised to seek mediation from CASE, should the grievance NOT be resolve