

Complaint Policy

EduGlobal College provides an opportunity for students to make complaints in a fair and equitable manner. This policy applies to all EduGlobal College students who are currently enrolled or were enrolled prior to submitting their concern to the on-site administrator. Any complaints received verbally or written are dealt by the on-site administrator. When a complaint involves another person, the on-site administrator sets up a meeting with both concerned persons separately.

The on-site administrator makes note of meetings with both persons and tries to resolve it, in case it is not, the dispute resolution policy will come into effect. When a complaint is about a service, on-site administrator makes written notes and issues specific notices to concerned staff so that complaint is fully addressed. If a complaint is regarding on-site administrator or SEA, a complaint can be filed to the Director. All stakeholders of EduGlobal College must comply with the code of conduct policy.