

## Grievance Procedure

The system is designed to address in an objective, fair and reasonable manner grievances related to academic matters such as appeals for re-instatement, suspension, expulsion, awards, etc, as well as grievances related to lapses in service standards. If Management cannot resolve the dispute, the matter will be referred to CPE Student Services Centre (SSC) for external mediation. More details about the CPE's Dispute Resolution can be obtained in CPE's website.

