

SIMC Mediation Advocacy Program – Complaints and Appeal Policy

SIMC believes in utmost quality assurance of the program and constant development of the subject and its teaching methodologies. Participants of the SIMC Mediation Advocacy Program may submit their written complaint or appeal regarding their assessment or program to the Chief Executive Officer of Singapore International Mediation Centre at secretariat@simc.com.sg. The participants are encouraged to provide all the necessary information in their complaint or appeal with sufficient reasoning and description of the issue. The complaint or appeal must include the applicants name, contact details, assessment date, program details, name of assessor and reasons of the complaint.

The participants are expected to raise their complaint or appeal immediately or within 60 days from the date of issuance of the result. SIMC will not entertain complaints or appeals received after completion of the time limit.

SIMC will investigate and may contact the applicant after receiving the complaint or appeal before coming to a decision.