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## *Feedback / Complaint / Dispute Policy*

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- 1.1. The School's Feedback Management System allows the receiving of feedback through multiple channels as part of its efforts to use feedback to drive improvements and organisational excellence.
- 1.2. The dispute resolution policy and procedure must be aligned with the Private Education Regulations and communicated to students.
- 1.3. Feedback can be from both Formal and In-Formal Channels.
- 1.4. Feedback can come from any stakeholders (i.e., Staff, Students, General Public) and can have the classification of different types of feedback which includes compliments, complaints or suggestions.
- 1.5. The School will need to acknowledge and address all feedback that is given via formal channels.
- 1.6. In encouraging more feedback to be given, feedback given via informal channels need not have formal acknowledgement and follow up. The School is encouraged to document them in the feedback management system.
- 1.7. Any follow up actions (if required) taken would need to be acknowledged by the person giving the feedback.
- 1.8. The school is to respond to complaints within 3 working days of receipt of any official complaints received. This is to ensure that complainants are aware that the School is aware of the Complaint received and is in the process of handling it.
- 1.9. All complaints must be resolved within 21 working days. In the event that the deadline is not adhered to, respective students must be notified and the reasons with regards to the delay must be made known.
- 1.10. In the event that the School and the Student cannot come to an agreement or the Student does not accept the final decision made by the [School's Management Team](#), they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SI Arb) for mediation.
- 1.11. The school will identify what drives positive experiences and use it to drive improvements.

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## *Feedback and Complain Procedure*

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- 1.1 The official channel would be via the Feedback Form and emails.
- 1.2 Any stakeholder wanting to submit a feedback or complaint can fill up the form and submit it to the School via email or hardcopy.
- 1.3 Internal Feedback from staff would be handled and recorded by the HR Department and external Feedback from public and / or students would be handled and recorded by the Academic Department.
- 1.4 Upon receipt of the feedback or complaint, respective Departments (i.e. HR Department for Internal Feedback and Student Services for External Feedback) are to acknowledge the receipt with the person providing the Feedback within 3 working days.
- 1.5 Respective Departments will then review the feedback and discuss it with relevant parties (internally) on the feedback itself. A formal investigation will be carried out and when necessary.
- 1.6 Relevant parties will then propose a solution and / or action to be carried out for the feedback received (if any) relevant departments will need to explain this to the person giving the feedback.
- 1.7 If there are actions to be taken, it should be documented in the Feedback Form and actions taken would need to be acknowledged by the person giving the feedback.
  - Student should acknowledge the situation whether they are satisfied with the proposed solution. This should be done within 14 working days upon receipt of the Complaint.
  - If the student is not satisfied with the proposed solution, they can escalate the matter up to the Director.
  - The decision of the Director is final.
  - Final outcome made, including this entire process, should not take more than 21 working days unless otherwise specified.
- 1.8 In the event that the School and the student cannot come to an agreement or the student does not accept the final decision made by the Management Team, they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) for mediation.

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## *Dispute Resolution*

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- 1.1 Private Education Institutions' participation in the dispute resolution process is compulsory as stipulated by the Private Education Act. There are two stages in the process – mediation and arbitration.

Stage 1: Mediation

The complaint may be referred to the Singapore Mediation Centre for mediation. If a settlement between the student and the Private Education Institution could be reached at the mediation stage, a settlement agreement would be drawn up and endorsed by the respective parties, and the dispute resolved.

Stage 2: Arbitration

- 1.2 If the parties fail to reach a settlement through mediation, the student can progress on to arbitration for a resolution to his dispute. The Singapore Institute of Arbitrators is the appointed provider of arbitration services.