

| Write-up: Process Details | Documentation & Responsibility |
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| <p>1. Feedback and Complaint Management System</p> <p>1.1 The School adopts an integrated approach to managing various feedbacks and complaints provided by students and external stakeholders. There are many platforms and avenues where students and external stakeholders are able to provide feedback and complaints to the School. They are as such:</p> <ul style="list-style-type: none"> • Student Feedback Form • Kingston International School’s Email (feedback@kingston.edu.sg) | |
| <p>2. Student Complaint Process</p> <p>2.1 The School communicates the Dispute Resolution procedures to its students through the following channels:</p> <ul style="list-style-type: none"> • Kingston International School’s Official Website • Student Handbook • Student Orientation Programme • Pre-course Counseling <p>2.2 Students who wish to provide any feedback and / or complaints to the School should adhere to the following procedure:</p> <ul style="list-style-type: none"> • Students are to approach the Admin Executive to request for a Feedback Form • The Admin Executive is to acknowledge the feedback / complaint received. This should be done within 3 working days. • Student Services Executive will review the feedback / complaint and discuss it with relevant parties on issue raised. A formal investigation will be carried out if necessary. • Relevant parties will then propose a solution for the issue raised and the Student Services Executive will explain it clearly to the student. • The student should acknowledge the situation within 14 working days, whether he / she accepts or is satisfied with the proposed solution. • If the student is not satisfied with the proposed solution, he / she can escalate the matter up to the Head, Corporate and Student Services (for non-academic issues) or the Principal (for academic issues). The respective person will investigate the case and take necessary actions to resolve it. | <p>Student Handbook (Student Services Executive)</p> <p>Feedback Form (Admin Executive)</p> |

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| <ul style="list-style-type: none"> • If the student is still not satisfied with the outcome / decision, he / she will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the Committee for Private Education Student Services Centre. • The entire process should not take more than 21 working days. <p>Note: As Feedback can be generic and / or positive, the School will have the discretion of the need to reply to students.</p> | |
| <p>3. School's Email</p> <p>3.1 For any external stakeholders that wish to provide any feedback and /or complaints to the School, they can do so via the School's official email which is maintained by the School's Student Services Executive.</p> <p>3.2 Any such e-mails received will be forwarded to the respective departments for their investigation and follow up actions.</p> | |
| <p>4. Review of External Feedback and Complaints</p> <p>4.1 The School aims to review all such feedbacks and complaint through their Department Meetings. An annual Student Feedback and Complaints Analysis Report will be prepared and submitted for comments and review during Department Meetings.</p> <p>4.2 Respective Heads of Department are to review feedbacks and complaints received in the respective areas and provide recommendations to management on how to improve the School's Policies and Processes.</p> | <p>Student Feedback and Complaints Analysis Report (Head, Corporate and Student Services)</p> <p>Department Meeting Minutes (Head, Corporate and Student Services)</p> |

Flowchart: Student Complaint Process

