

Write-up: Policy Details

Objective

As a School that aims to deliver the highest standards of quality services to all its customers (i.e. students), a Dispute Resolution Policy will provide the standards, framework and guidelines on how the School can manage any feedbacks, complaints, grievances and disputes that arises. In advocating an open door policy, the School is open to receiving any feedbacks from all stakeholders so as to ensure continual improvement in its policies, systems and procedures.

Responsibility

All student feedback, complaints, grievances and disputes are to be handled by the School's Corporate and Student Services Department. Respective staffs have been trained to resolve / handle all student matters / issues. Any formal / official communication of follow up actions must be approved by the respective Heads of Department.

This Dispute Resolution Policy is to be clearly communicated to the students by the School staff, so that all students are aware of the dispute process.

Policy Statements

1. Handling of Feedbacks and Complaints

- 1.1 The School accepts both written (emails / letters / Feedback Forms) and verbal communications (meetings / telephone correspondences).
- 1.2 The School is to seek feedback from its key stakeholders and external partners for continual improvement of its systems and processes.
- 1.3 All feedbacks and complaints must be properly recorded and /or documented. Any correspondence (including actions taken) between the School and the student must be annexed as evidences. This is to ensure that any staffs handling the case are kept aware of the progress / outcomes.
- 1.4 In the event of any appeals for retention, suspension, expulsion and awards, the School's Dispute Policy and Process shall follow.
- 1.5 It is the responsibility of the Corporate and Student Services Department to notify relevant departments of any feedbacks and complaints.
- 1.6 Students must be kept informed of the status of their feedback / complaints.
- 1.7 Corporate and Student Services Department is to respond to respective students within 3 working days of receipt of the feedback / complaint.

- 1.8 All feedbacks / 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.
- 1.9 All feedback and complaints are to be evaluated, and improvements to be made in response to them. Such improvements are to be documented for re-evaluation after its implementation, and the complainant/person giving feedback will be informed.

2. Review of Feedback and Complaints Management System

- 2.1 The Management Team will review all feedbacks and complaints on an annual basis. This is to be documented in a report format.
- 2.2 Management Team will also use this review as a platform for reviewing the Feedback and Complaints Management System. The Management Team is to use the points discussed within the review and evaluate how the system can be improved
- 2.3 The Management Team is to regularly review the Feedback and Complaints Management System, Communication Channels, Policy and Procedures within the School, and see how they can be improved.

3. Alternate Remedies in Dispute Resolution

- 3.1 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) through CPE Student Services Centre for mediation.