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## FEEDBACK AND GRIEVANCE PROCEDURES

### Handling of Feedbacks and Complaints

- The College accepts both written (emails / letters / Feedback Forms) and verbal communications (meetings / telephone correspondences) from external stakeholders for ease of providing feedback and acknowledgement of feedback will be done within 1 working day for feedback and complaints received through the Feedback Form.
- The College accepts both written (emails / WhatsApp / Feedback Forms) and verbal communications (meetings) for staff ease of providing feedback and acknowledgement of feedback will be done within 1 working day for feedback and complaints received through the Feedback Form.
- The College is to seek feedback from its key stakeholders and external partners for continual improvement of its systems and processes.
- All feedbacks and complaints must be properly recorded and /or documented. Any correspondence (including actions taken) between the College and the complainant must be annexed as evidences. This is to ensure that any staffs handling the case are kept aware of the progress / outcomes.
- The complainant must be kept informed of the status of their feedback / complaints, and should be responded to in a timely manner.
- All feedbacks / complaints must be resolved within 14 working days. In the event that the deadline is not adhered to, respective complainants must be notified and the reasons with regards to the delay must be made known.
- Feedbacks from any satisfaction surveys are covered in the respective survey analysis reports.

### Dispute Resolution Policy

- The dispute resolution policy and procedures are to be aligned with the Private Education Regulations.
- The dispute resolution policy and procedures are to be made known to students. This may be through the website, student handbook or orientation materials.
- Where the college and the complainant cannot come to an agreement or the complainant does not accept the final decision made by the college, the complaint will be escalated into a dispute and the complainant can choose to seek redress via
  - SSG Mediation-Arbitration Scheme; or
  - Small Claims Tribunals (SCT), for clear-cut fee refund issues of equivalent or less than S\$20,000 (for amounts that exceed S\$20,000; or
  - Complainant's own legal counsel
- Note: The SSG Mediation-Arbitration Scheme was set up to help students who encounter contractual disputes with their private college seek redress. The two-stage Scheme is jointly drawn up with the Singapore Mediation Centre (SMC) and the Singapore Institute of Arbitrators (SIArb). A private college's participation in the dispute resolution process is compulsory as stipulated by the PE Act. For the case to be eligible:
  - It must be relevant to private education and arise after the Dispute Resolution Schemes Regulations came into operation on 10 May 2010;
  - It must not be criminal in nature; and
  - It must not have received a judicial decision in the courts



## **GRIEVANCE AND DISPUTE RESOLUTION PROCEDURE**

Students who wish to provide any feedback and / or complaints to the College should adhere to the following procedure:-

- Students are to approach the Course Consultant to request for a Feedback Form.
- The Course Consultant is to acknowledge the feedback / complaint received. This should be done within 1 working day.
- Course Consultant 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 Course Consultant will explain it clearly to the student.
- The student should acknowledge the situation if 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 General Manager (for non-academic issues) or the Academic Director (for academic issues). The respective person will investigate the case and take necessary actions to resolve it.
- The entire process should not take more than 14 working days.
- Note: If the process takes more than 14 working days to resolve, student need to be informed of the reason as to why it is so, and justification needs to be provided by the College. Justifications need to be recorded on the Feedback Form under the Remarks section.
- Any feedback that the college might receive from a party external to it, be it a complaint or a compliment, is recorded, by the college's staff, in a document to which all of the college's staff have been granted access, the Feedback Register.
- In the Feedback Register, there is a column to record the dates on which feedback were acknowledged so as to ensure that all of the feedback that the college receives are acknowledged.
- There are also columns in the Feedback Register for evaluating feedback that are received, recording actions that were taken to address feedback, recording the dates on which such actions were made known to those who gave the feedback and indicating whether or not the problems in question were resolved within 14 working days.



## **Dispute Resolution**

- The college will refer the complainant to SSG to start the Mediation-Arbitration Scheme once it has been escalated into a dispute case.
- The dispute procedure generally has 2 stages.

### Stage 1: Mediation

- SMC is the appointed provider for mediation services.
- After the feedback / complaint channel has been exhausted with the college, the complaint filed with SSG, who will refer the case to the SMC for mediation.
- SMC, together with the college and complainant, will select a mediation date and time, before appointing a mediator. If mediation is successful, a settlement agreement will be drawn up by SMC and endorsed by the respective parties.
- If mediation is unsuccessful, the complainant may opt to progress to Stage 2, which is arbitration, for a resolution.

### Stage 2: Arbitration

- SIArb is the appointed provider for arbitration services.
- The complainant will be required to submit specified forms to SIArb, before SIArb appoints an arbitrator.
- The college will submit a defence and counterclaim (if any) to SIArb.
- The complainant will then submit a reply and defence to counterclaim (if any) to SIArb.
- The arbitration will be conducted via document submissions only. A hearing will be conducted only if a party specifically requests for a hearing and the appointed arbitrator determines that a physical hearing is necessary. For a documents-only arbitration, the arbitrator will publish a written award within 60 days from the commencement of the arbitration. If a hearing is held, the written award will be published within 90 days from the commencement of the arbitration.