DISPUTE RESOLUTION POLICY

Policy for Handling Ad Hoc Feedback

- The College shall provide a variety of channels for ad hoc feedback from students, staff, and the public to communicate with the College.
- The College shall verify the validity of all complaints prior to taking steps to address the issues raised in the feedback.
- Every feedback item shall be properly documented, and each item shall have an owner who will verify, deal with and close the case for that feedback.
- While respective HODs are ultimately responsible for feedback cases relevant to the Department, he or she may appoint a qualified person to:
  a) Determining if a case has Critical, Medium and Low priority;
  b) Assigning an owner to a case.
- All irresolvable issues shall be escalated to the COO or higher management as soon as it becomes clear that such need has arisen.
- Top management must ensure that all cases are resolved within 21 days.
- When a feedback concerns two or more Department, only one HOD shall be in charge and all other HODs are expected to cooperate fully to ensure rapid resolution.
- The College shall monitor actions taken to deal with valid negative feedbacks and ensure improvement is observed after 3 months or a separately determined period of time.
- All cases shall be properly documented, explaining at least the resolution of the item, so as to build up a Corporate Knowledge Base for retention, sharing and analysis for continual improvement.

Policy for Dispute Resolution

- The College shall respond to complaints and disputes in an open and constructive manner, and in accordance with principles of fairness and propriety.
- The College shall adopt a principle of learning when dealing with any issues, in the spirit of continual improvement.
- All dispute resolutions must be aligned to the dispute resolution provision in the Private Education Act.
- The dispute resolution process shall be dealing with a dissatisfaction of certain event connected to the College, leading to the dispute and complaint being raised formally or informally via verbal, physically written or electronic channels.

All disputes or feedbacks received shall be resolved within 21 working days (whenever necessary).
Notes and Guidelines for Dispute Resolution Procedure

- SRMC communicates the Student Feedback and Complaints procedures through the following channels:
  - SRMC’s Official Website
  - Student Handbook
  - Student Orientation Programme
  - Pre-course Counseling

- Students that wish to provide any feedbacks and complaints to the College should adhere to the following procedure:

  - Feedback Form can be retrieved at these areas:
    - Admin Office
    - Beside Locker
    - Outside Recital Studio

- Programme Department is to notify students of their acknowledgement of the Feedback received. This shall be done within 2 working days.

- Upon receipt of the Feedback, Programme Department will forward it to relevant department for review. A formal investigation will be carried out if necessary.
• Relevant department will then propose a solution for the issue raised and Programme Department will explain it clearly to the student (if necessary). This will be clearly documented in the Feedback Form.

• If the student is not satisfied with the proposed solution, he/she can escalate the matter up to the Principal / Director. The Principal / Director will investigate the case and take necessary actions to resolve it.

• 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 Council for Private Education Student Services Centre.

This entire dispute resolution process should not take more than 21 working days.