

## **2.7 DISPUTE RESOLUTION**

### **2.7.1 DISPUTE RESOLUTION POLICY**

2.7.1.1 The College shall respond to complaints and disputes in an open and constructive manner, and in accordance with principles of fairness and propriety.

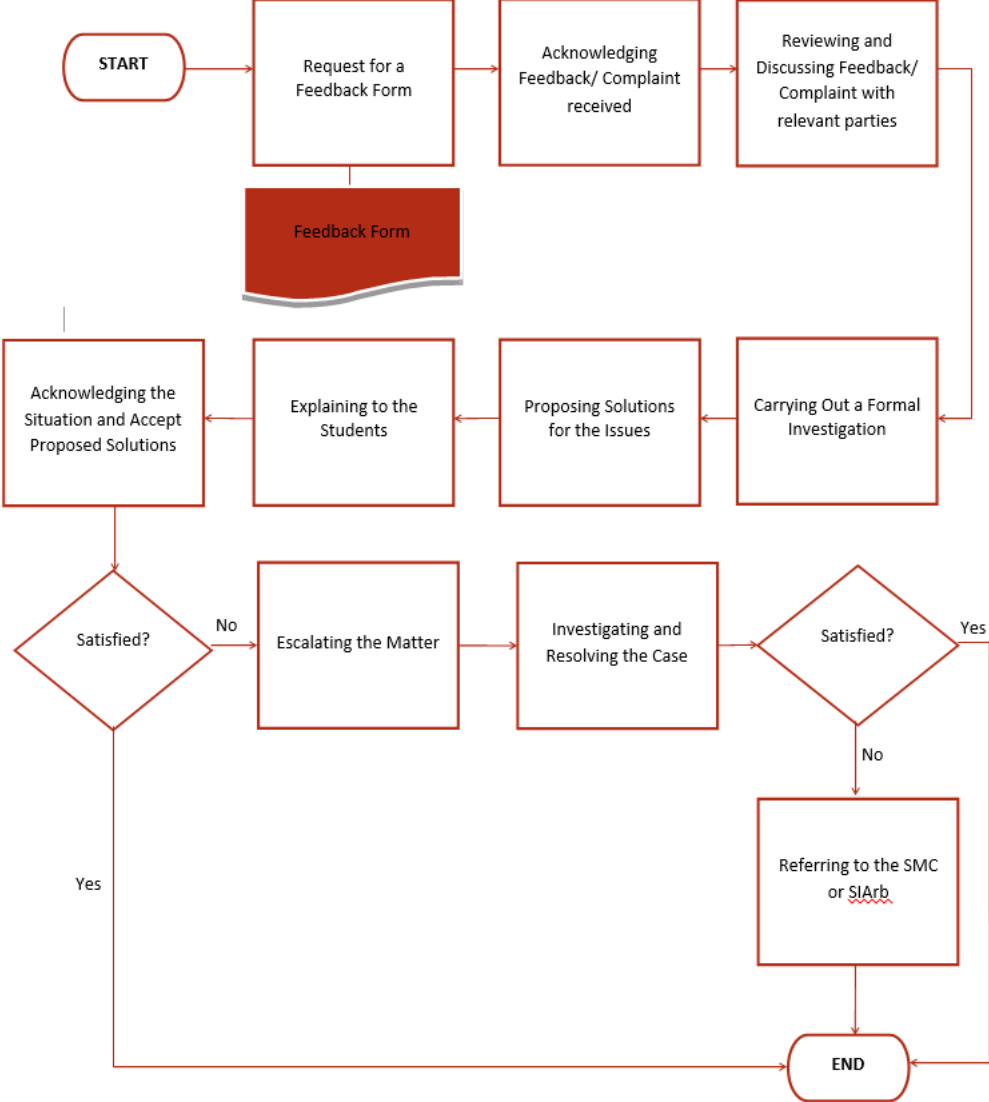
2.7.1.2 The College shall adopt a principle of learning when dealing with any issues, in the spirit of continual improvement.

2.7.1.3 All dispute resolutions must be aligned to the dispute resolution provision in the Private Education Act.

2.7.1.4 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.

2.7.1.5 All disputes or feedbacks received shall be resolved within 21 working days (whenever necessary).

**1.1.1 DISPUTE RESOLUTION PROCEDURE**



## **Student Complaint Process**

1.1 The College communicates the Dispute Resolution procedures to its students through the following channels:

- The College's Official Website
- Student Handbook
- Student Orientation Programme
- Pre-course Counseling

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

- Students are to approach the Programme Executive to request for a Feedback Form
- The Programme Executive is to acknowledge the feedback / complaint received. This should be done within 2 working days.
- Programme 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 Programme Executive will explain it clearly to the student (if necessary). This will be clearly documented in the Feedback Form.
- The student should acknowledge the situation within 13 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 COO (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.
- 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 (SI Arb) through the Council for Private Education Student Services Centre.
- The entire process should not take more than 21 working days.

Note: As Feedback can be generic and / or positive, the College will have the discretion of the need to reply to students.