

Feedback & Complaint

Policy

- Any feedback and complaint received must be recorded. This shall include any feedback and complaint received via any mass media.
- There is acknowledgement upon receiving feedback and/or complaint. The feedback and complaint must be responded to within 3 working days of receipt and shall resolved within 21 working days.
- Feedback and Complaints are evaluated and analyzed objectively by consulting and clarifying with the relevant UIS Staff and the aggrieved. The relevant person in charge of discussion of resolution will contact the aggrieved.
- All feedback and complaints and the actions taken to be resolve them are recorded
- All feedback and complaints are reported at management meeting and analyzed for continuous improvement. Policies and processes are reviewed, if necessary
- Any feedback and complaint, except for those that escalate to mediation and then arbitration, must be resolved within 21 working days.

Feedback and complaints Procedure

1. Feedback/Complaint received
 - Feedback/complaint is received in modes of face-to-face, by telephone or by email from student/parents/guardian/agents/external partners/staff or general public.
 - School maintains a Feedback Box at the Front Desk area, Feedback Forms are easily accessible.
 - Feedback forms will be collected from the box once a day by the school admin.
2. Discussion with Student service staff
 - Response time is 10 working days from the date of receiving feedback and complaint.
 - If resolved, case close
 - If no resolution is drawn, the case will be referred to the principal
3. Discussion with Principal
 - Response time is 7 working from the appeal
 - If resolved, case close
 - If no resolution is drawn, the case is reported to CPE for advice
4. If the case remains unresolved or the aggrieved is unsatisfied with the outcome of process, the case is referred to third-party organization for mediation.
 - For clear-cut fee refund issues of less than S\$20,000, the case can be lodged with the Small Claims Tribunal.
 - For cases of other nature, the case can be referred to CPE's appointed Dispute Resolution Scheme.

i. Stage 1: Mediation

Singapore Mediation centre (SMC) is the appointed provider for mediation services.

After you have exhausted the feedback/complaint channel with the school and file your complaint with us, we will refer your case to the SMC for mediation. SMC, together with the private school and yourself, 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, you may opt to progress to Stage 2, which is arbitration, for a resolution.

ii. Stage 2: Arbitration

Singapore Institute of Arbitration (SIArb) is the appointed provider for arbitration services.

- a) You will be required to submit specified forms to SIArb, before SIArb appoints an arbitrator.
- b) The private school will submit a defence and counterclaim (if any) to SIArb.
- c) You 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.

- Once a settlement is reached, UIS takes necessary action in accordance with the mediation/arbitration instruction and report to CPE about the actions taken.

Feedback & Dispute Resolution System Flow-chart

