

## **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**

- The Dispute Resolution policy and procedures are to be aligned with the Private Education Regulations 2009.
- The Dispute Resolution policy and procedures shall be communicated to the students.
  - This may be through the website, student handbook or orientation materials.
- The School accepts written (emails / letters / feedback) forms for ease of providing feedbacks.
  - In the event of any appeals for retention, suspension, expulsion and awards, the School's Dispute Policy and Process shall follow.
  - Timeliness: acknowledgement of dispute will be done within 3 working days.
- All feedbacks and complaints must be properly recorded and/or documented.
  - It is the responsibility of the Administration Department to notify relevant departments of any feedbacks and complaints.
  - Any correspondence (including actions taken) between the School 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.
- Alternate Remedies in Dispute Resolution:
  - 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) and Singapore Institute of Arbitrators (SI Arb) if the matter is not settled.

<b>Actions</b>	<b>Timeliness</b>	<b>Remarks</b>
Acknowledgement of complaint and dispute	3 working days	
Resolution by HOD	7 days	
Deputy CEO / Management	14 days	
Refer to External Arbitrator(s)	By end of 21 days	Through the CPE to Singapore Mediation Centre (SMC) and Singapore Institute of Arbitrators (SI Arb) if the matter is not settled