

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 3 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 CEO
- Response time is 7 working days from the appeal
 - If resolved, case close
 - If no resolution is drawn, the case is reported to SSG 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 SSG's appointed Dispute Resolution Scheme.