

8. Feedback and Complaints

Feedback & Complaint

Policy

All feedback and complaints, including those received via mass media platforms, must be documented accordingly.

- An acknowledgement must be provided upon receipt of any feedback or complaint. A formal response should be given within **3 working days**, and the matter must be **resolved within 21 working days**.
- All feedback and complaints must be evaluated objectively, involving consultation and clarification with the relevant UIS staff and the affected individual(s). The designated staff member handling the resolution will initiate contact with the complainant.
- All feedback and complaints, along with the corresponding actions taken, must be thoroughly recorded and filed.
- Feedback and complaints are to be presented and reviewed during management meetings for evaluation and continuous improvement. Policies and procedures will be revised if deemed necessary.
- All feedback and complaints must be resolved within **21 working days**, except in cases that proceed to mediation or arbitration.

Feedback and complaints Procedure

1. Receipt of Feedback/Complaint

- Feedback or complaints may be received via face-to-face communication, telephone, or email from students, parents/guardians, agents, external partners, staff, or members of the public.
- A Feedback Box is located at the Front Desk area, with Feedback Forms readily accessible for submission.
- Feedback forms will be collected daily by the school administration team.

2. Initial Review by Student Services Staff

- A response must be provided within **3 working days** from the date of receipt.
- If the issue is resolved at this stage, the case will be closed.
- If no resolution is reached, the case will be escalated to the Principal for further review.

3. Escalation to CEO

- A response will be provided within **7 working days** from the date the case is referred.
- If resolved, the case will be closed.
- If unresolved, the matter will be reported to the Committee for Private Education (CPE) for further advice.

4. External Mediation (if unresolved or aggrieved party remains unsatisfied)

- For straightforward refund issues involving amounts below **S\$20,000**, the case may be lodged with the **Small Claims Tribunals**.
- For other types of disputes, the case will be referred to CPE's **appointed Dispute Resolution Scheme** for mediation.

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

(All complaints shall be resolved
within 21 working days)

