

13. Dispute Resolution Policy and Procedures

- a. The School adopts an integrated approach to managing various feedback provided by any stakeholders and external partners (i.e. staff, students and general public). There are several platforms, channels, and avenues whereby stakeholders can voice their issues and/or provide constructive feedback to the school.
- b. The following are some of the channels that the School can receive Feedback: -
 - i. Emails / letters
 - ii. Feedback Form
 - iii. In-person
- c. Upon receipt of the feedback compliment or complaint, the Course Manager or Principal will acknowledge receipt within 3 working days.
- d. The complaint will be investigated with the appropriate department or personnel to review and discuss the feedback with relevant parties. A formal investigation will be carried out where necessary.
- e. For complaints, the School will respond with:
 - i. Specific action to resolve the matter; or
 - ii. Dismissal of the complaint in which case reasons will be given in writing
- f. Follow up action is to be documented and communicated to the person that gave the feedback. Where possible, acknowledged by the person that gave the feedback.
- g. If the person is not satisfied with the proposed solution / outcome, he/she can escalate the matter to the Principal.
- h. The Principal will review the complaint and provide a response.
- i. If the complainant is still not satisfied with the outcome / decision, it will be escalated into the dispute resolution procedure.

- j. The person should be notified by the relevant department of the decision and full response of the outcome of the complaint within twenty-one (21) working days.
- k. Should the school and complainant be unable to come to an agreement or the complainant does not accept the final decision made by the school, the complaint will be escalated into a dispute and the complainant can choose to seek redress via:
 - i. CPE Mediation-Arbitration Scheme; or
 - ii. Small Claims Tribunal (SCT), for clear-cut fee refund issues of equivalent or less than @\$20,000); or
 - iii. Complainant's own legal counsel
- l. The school will refer the complainant to CPE to start the Mediation-Arbitration Scheme once it has been escalated into a dispute case.
- m. The dispute procedure generally has 2 stages.
- n. Stage 1: Mediation
 - i. SMC is the appointed provider for mediation services.
 - ii. After the feedback / complaint channel has been exhausted with the school, the complaint filed with CPE, CPE will refer your case to the SMC for mediation.
 - iii. SMC, together with the school and complainant, 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.
 - iv. If mediation is unsuccessful, the complainant may opt to progress to Stage 2, which is arbitration, for a resolution.
- o. Stage 2: Arbitration
 - i. SI Arb is the appointed provider for arbitration services.

- ii. The complainant will be required to submit specified forms to SI Arb, before SI Arb appoints an arbitrator.
 - iii. The school will submit a defence and counterclaim (if any) to SI Arb.
 - iv. The complainant will then submit a reply and defence to counterclaim (if any) to SI Arb.
- p. 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.