

1. Dispute Resolution Policy and Procedures for Students

- a. For purpose of the School’s Dispute Resolution Policy and procedures, it will cover any students’ official complaints that the School receive from any channels and should be communicated to students and aligned with the Private Education Regulations.
- b. All feedbacks and complaints must be properly recorded and /or documented. 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.
- c. In the event of any appeals for retention, suspension, expulsion and awards, the School’s Dispute Policy and Process shall follow.
- d. Admissions Department is to respond to respective students within 3 working days of receipt of any feedbacks / complaints received. This is to ensure that students are aware that the School is aware of the Complaint received and is in the process of handling it.
- e. All feedbacks / complaints must be resolved within 21 working days. In the event that the deadline is not adhered to, respective students must be notified and the reasons with regards to the delay must be made known.
- f. 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) or Singapore Institute of Arbitrators (SIArb) through CPE Student Services Centre for mediation.

<p>1. Dispute resolution policy and procedures for Students</p> <p>2.1 Students who wish to provide any official complaints to the School should adhere to the following procedure:</p> <ul style="list-style-type: none">• Students are to approach the Admissions Department to request for a Feedback Form. Alternatively, students can fill up the Feedback Form and send it via the School’s official email which will then be forwarded to the respective departments for their investigation and follow up actions.• The Admissions Department is to acknowledge the feedback / complaint received. This should be done within 3 working days.• Admissions Department will review the feedback / complaint and discuss it with relevant parties on issue raised. A formal investigation will be carried out if necessary.• Relevant parties will then propose a solution for the issue raised and the Admissions Department will explain it clearly to the student. This should be done within 7 working days upon receipt of the Complaint.	<p>Feedback Form (HR / Admissions Department)</p>
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- The student should acknowledge the situation **within 14 working days**, whether he / she accepts or is satisfied with the proposed solution.
- If the student is not satisfied with the proposed solution, he / she can escalate the matter up to the **Vice Principal / Operations Manager** (for non-academic issues) or the **Head of Middle & High School or Head of Junior School** (for academic issues). The respective person will investigate the case and take necessary actions to resolve it.
- If the student is still not satisfied with the outcome / decision, he / she will be referred to the **Singapore Mediation Centre (SMC)** or **Singapore Institute of Arbitrators (SIArb)** through the Committee for Private Education Student Services Centre.
- The entire process should not take **more than 21 working days** unless otherwise specified. Students need to be informed of the reason as to why it is so and justification needs to be provided by the School. Justifications need to be recorded on the **Feedback Form** under the Remarks section.
- For suggestions and compliments, they can be generic and / or positive. This would not be covered under the Dispute Resolution Policy and Procedure and the School will have the discretion of the need to reply to students.