



GRIEVANCE/COMPLAINT MANAGEMENT PROCEDURES

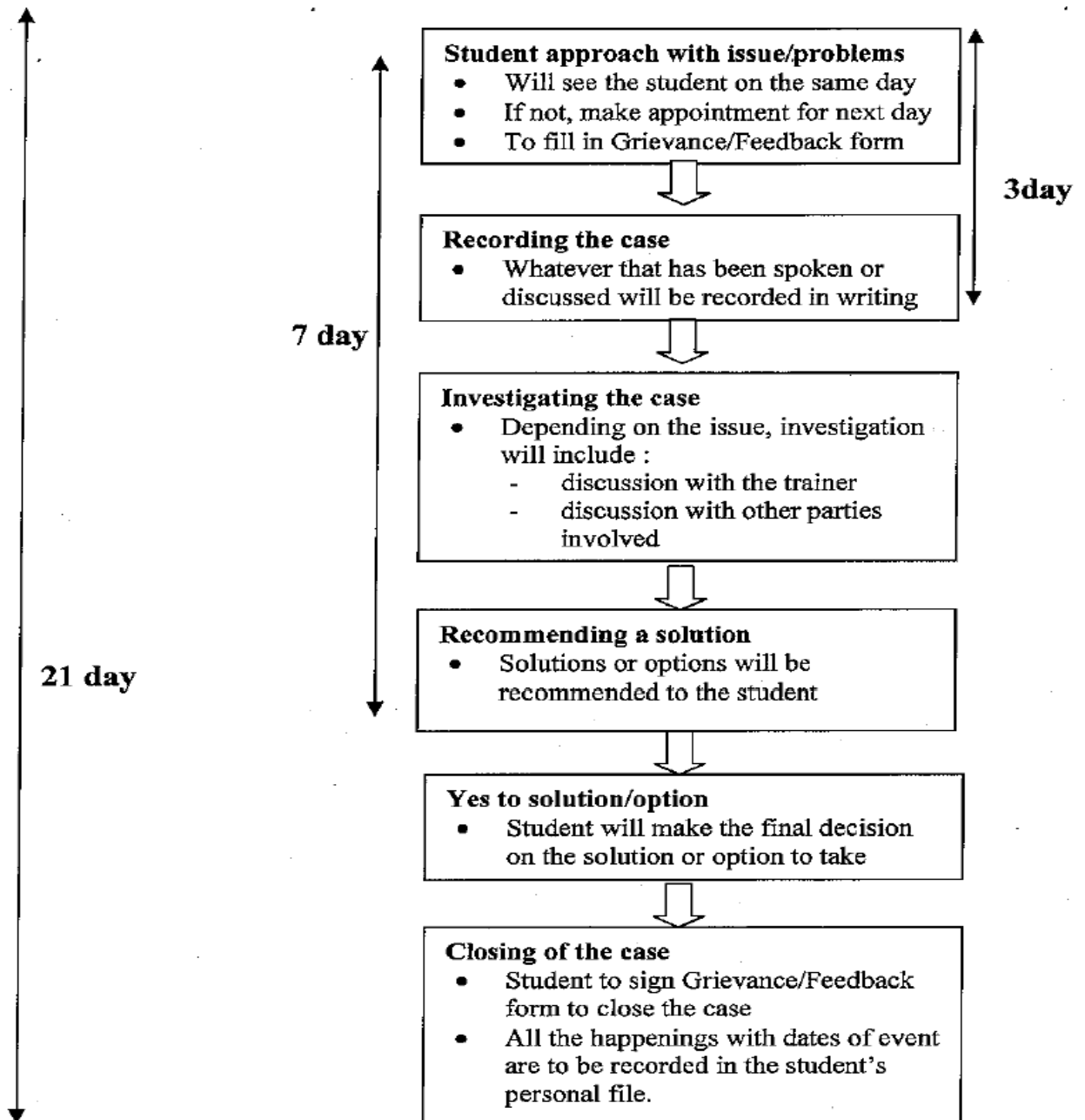
We treat any student grievance as important feedback to us. We have staff assigned to manage student welfare including handling grievances and complaints and have a system and procedures to tackle these issues.

- For any complaint or grievance – whether it is verbally lodged; or by letter; fax or email, we will document the nature of grievance, complaint and given an interim acknowledgement that the matter is being investigated. We will acknowledge the complaint within 3 days.
- The Counsellor from ICASTEC Student Centre Student (ISC) will be required to conduct the necessary investigation to establish the circumstance and facts of the case and forward his/her recommendation not later than seven (7) days to the School Manager. The latter will verify and decide whether there are basic to accept or dismiss the complaint/grievance.
- ISC Manager or Supervisor will then offer a solution to the student. If the student accepts the solution, no further action will be pursued except record and file the proceeding for completed action.
- If the student declined the solution offered by ISC Manager, the complaint will be referred to a higher level. However, the School Principal shall review the case and offer a second solution within 14 days, and complainants shall be kept informed of the status.
- If failing to resolved within the school, the student or the school may then refer the case to an independent arbitration centre, e.g. Small Claim Course, or Singapore Mediation Centre.



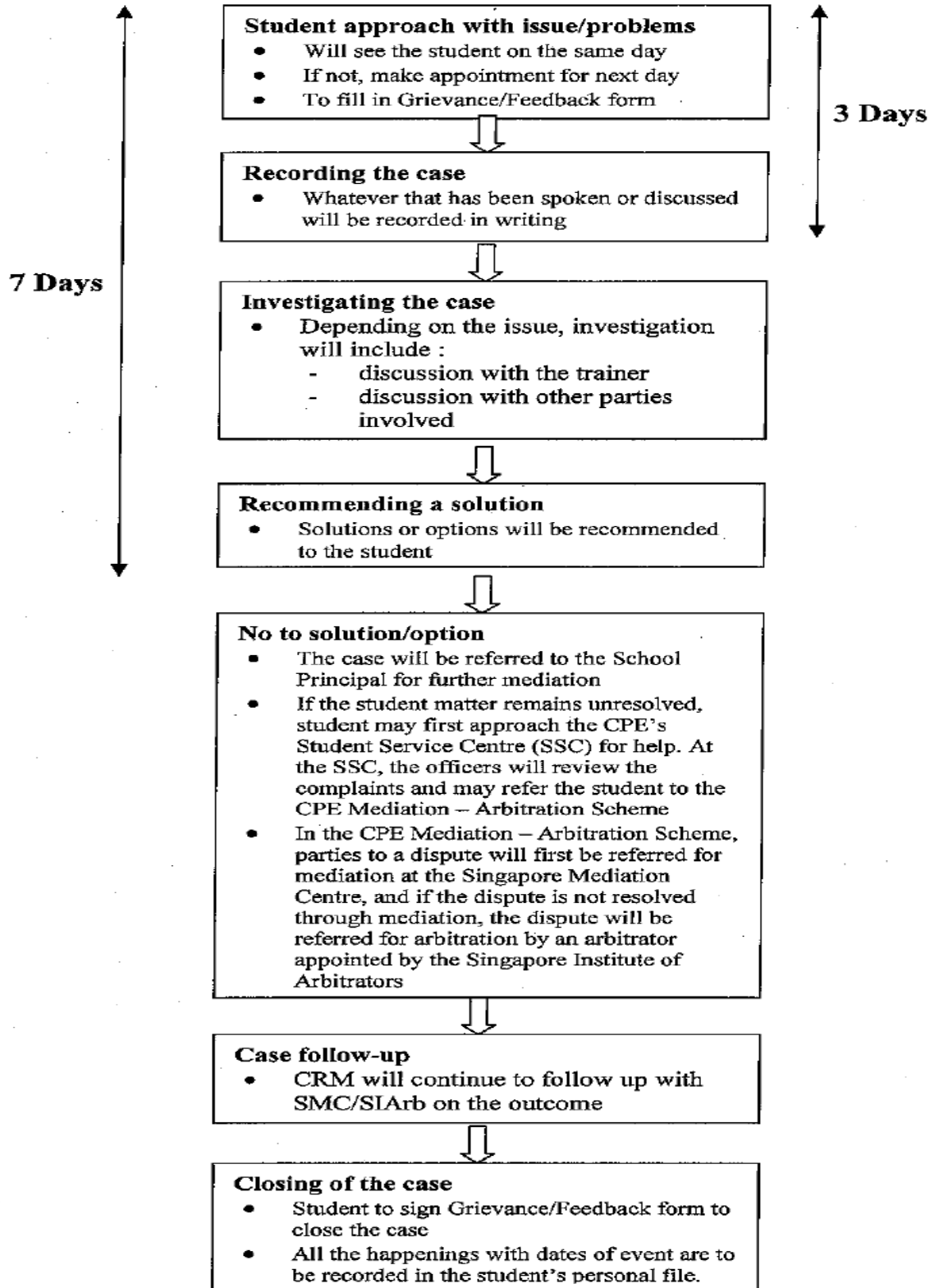
GRIEVANCE/COMPLAINT MANAGEMENT PROCEDURES

With Solution



GRIEVANCE/COMPLAINT MANAGEMENT PROCEDURES

Without Solution





CPE STUDENT SERVICES CENTRE

At the CPE Student Services Centre, the officers will review the complaints and provide the appropriate advice. Depending on the type of complaints, the following resolution procedures are recommended:

Complaint	Recommended Course of Action
Private education institutions which have violated conditions of registration (e.g. misrepresentation or failure to honour contract terms)	Official investigation of the private education institution by an inspectorate team from the Council for Private Education
Unsatisfactory services (e.g. poor teaching quality, changes to the curriculum, and delays in awarding certificates)	Stage 1: Mediation Stage 2: Arbitration
Fee refunds	Small Claims Tribunal (For amounts less than SGD\$10, 000)

Committee for Private Education

1 Marina Boulevard
 #18-01 One Marina Boulevard
 Singapore 018989
Tel: (65) 6512 1140
E-mail: CPE_CONTACT@cpe.gov.sg
Website: www.cpe.gov.sg

Opening Hours

Monday – Friday 9.00 am – 5.00 pm
 Closed on Saturdays, Sundays and public holidays.

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