DISPUTE RESOLUTION POLICY
AND PROCEDURE

We treat any student dispute as important feedback to us. Feedback and complaints can come in through the following channels:

- o   A "Feedback Box" with feedback form shall be put up at visible and accessible location
- o   Student can email us at icare@icastec.com
- o   Student can also provide feedback during "Student Dialogue Session" and/or any survey forms

Refer to fig. 1 on the Grievance & Dispute Resolution Procedure. The role of Counsellor is to counsel, and facilitate the due process of advice, action and closure. As part of counselling of student, where needed, Counsellor's roles include facilitating and consulting management, staff from relevant department, and/or referring further counselling by pastoral counsellor.

- For any dispute or complaint, we will document the nature of dispute, complaint and given an interim acknowledgement that the matter is being investigated. We will acknowledge the complaint within 3 days.

- The Counsellor from Student Service Centre (SSC) 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 working (7) days to the School Manager. The latter will verify and decide whether there are basic to accept or dismiss the dispute/complaint.

- Management or Counsellor 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 Management or Counsellor, the complaint will be referred to a higher level. However, the School Principal shall review the case and offer a second solution within 14 working days, and complaints shall be kept informed of the status.

- If failing to resolve 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, all within 21 working days.