



DISPUTE RESOLUTION POLICY AND PROCEDURES

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

- A “Feedback Box” with feedback form shall be put up at visible and accessible location
- Student can email us at icare@icastec.com
- 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 ICASTEC Student Centre (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 dispute/complaint.
- ISC Manager 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 ISC Manager 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 days, and complainants 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 a span of 21 days.

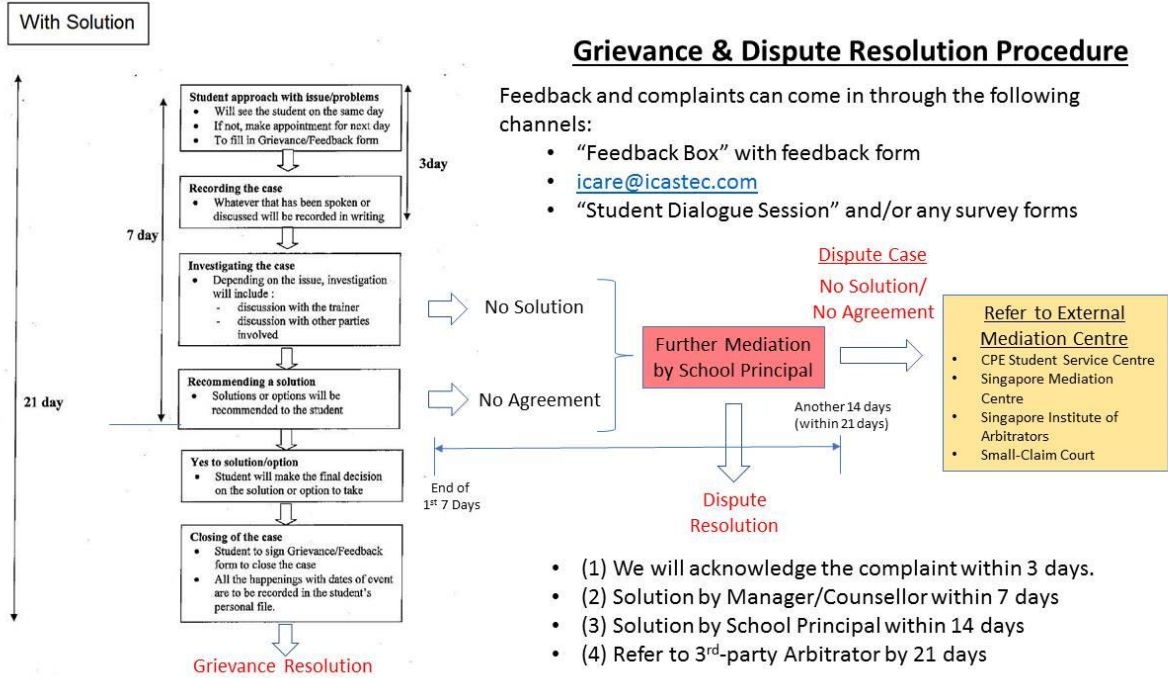


Fig. 1 Grievance & Dispute Resolution Procedure