



## Dispute Resolution Policy

Principal shall ensure ICASTEC's dispute resolution policy and procedure for handling complaints and grievances comply with the dispute resolution scheme of the Committee for Private Education and are communicated to students. See flow chart.

Students may approach CPE for advice if they encounter problems with ICASTEC and the school is unable to resolve the issue. CPE will investigate into issues that contravened the Private Education (PE) Act and regulations and take action where appropriate.

For issues that do not contravene the PE Act and regulations, such as school administrative matters and service quality issues, students will be referred to ICASTEC.

Students who are not satisfied with the outcome from the school may seek redress through the CPE Mediation-Arbitration Scheme; or the Small Claims Tribunal (SCT) for clear cut fee refund issues equivalent or less than \$20,000; or your own legal counsel. For amounts that exceed \$20,000 and below \$30,000, the case can proceed with SCT if both parties consent in writing.

### Dispute Resolution Flow Chart

