

STUDENT COMPLAINT RESOLUTION PROCEDURE

The College has an established student complaint policy and procedure to handle complaints from students. Every reasonable effort will be made to deal promptly and efficiently with all complaints, to investigate them thoroughly and objectively and to seek to resolve them satisfactorily.

Complaints received will be evaluated and dealt with positively and constructively. The College will treat all complaints seriously and will deal with them without recrimination. Where, however, a complaint is shown to be frivolous, vexatious or motivated by malice, disciplinary action may be taken against the complainant.

All complaints will be dealt with in confidence with the proviso that an individual against whom a complaint is made has the right to be supplied with a copy of the complaint.

The effectiveness of any complaints procedure depends on the College being able to collect appropriate information from the parties involved in order to investigate the matter properly. For this reason, anonymous complaints will not be dealt with under this procedure.

The College reserves the right to determine the outcome of student complaints, without prejudice to existing policies, procedures and potential redress to the Laws of Singapore as well as the dispute resolution provision in the Private Education Act.

The Complaints Procedure does not cover the following:

- disciplinary issues;
- matters where other separate procedures apply;
- Academic appeals relating to examinations or assessments;
- Appeals against exclusion on Academic or Financial grounds.

Step 1:

Students are encouraged to resolve their complaint informally in the first instance. Most complaints can be resolved informally and where practical a complaint should be dealt with as close as possible to the point at which it arises. A student should therefore approach an appropriate member of staff who seems best placed to deal with the matter (e.g. the Director of Division of Student Administration, Dean of Faculty or Head of School). A student shall receive a response normally within 10 working days following receipt of the complaint.

Step 2:

If, having pursued the matter informally, the student is dissatisfied with the written response he/she should refer the matter formally in writing to the Director of Student Administration together with copies of earlier correspondence and any other relevant papers.

Step 3:

The Division of Student Administration will communicate the decision in writing to the complainant and all other relevant parties within 20 working days of the date of the receipt of the formal complaint.

Step 4:

Where the complainant believes that the complaint has not been handled properly or fairly in accordance to the policy and procedure, an appeal for review may be submitted within 10 working days of the notification of complaint outcome together with all previous correspondence and relevant papers. Dissatisfaction with the outcome of the complaint shall not constitute an acceptable reason for review.

The Provost shall determine whether there is prima facie evidence to support the complainant's appeal, and inform the complainant of the action to be taken within 10 working days of the date on which the request for a review was received.

Step 5:

If student is dissatisfied with the appeal outcome, he/she may appeal to Singapore Mediation Centre (SMC) and Singapore Institute of Arbitrators (SIArb) through Committee for Private Education (CPE) for mediation or seek legal proceedings where necessary.

Following the review, student enrolled in validated programmes may pursue the complaint with the Partner Institution and, where applicable, ultimately to the Office for the Independent Adjudicator.
