

# Feedback & dispute resolution policy & procedures.

CIS gives fair and proper consideration to all reasonable complaints from stakeholders for continuous improvement. In this definition, stakeholders refers to parents, students and where relevant, members of the public. This policy has been established to outline feedback and dispute procedures.

CIS will respond/acknowledge feedback and targets to resolve an issue within a timely manner.

## PURPOSE

The purpose of this document is to;

1. Define CIS's feedback procedure.
2. Outline the dispute resolution procedures and process for referring a case to the Council for Private Education (CPE) via the SSC.

## FEEDBACK DEFINITIONS

1. **Feedback** is information, both positive and negative, provided by Students or external parties that is intended to be used as a basis for improvement.
2. **Disputes** are disagreements that remain unresolved notwithstanding all attempts to achieve resolution of a Student or external parties' complaints.

## PROCEDURE TO LODGE FEEDBACK

CIS recognises that compliments and complaints can provide useful feedback which, where appropriate, will be used to improve its services and facilities.

1. Students / parents who have feedback to share should raise the issue as soon as possible.
2. Feedback can be provided via the following methods;
  - Via email to [feedback@cis.edu.sg](mailto:feedback@cis.edu.sg)
  - Via the online feedback form on the School website

3. All feedback will be dealt with in confidence.
4. Where a complaint is shown to be frivolous, vexatious or motivated by malice, it will be dismissed and appropriate action according to the student contract may be taken as a result.

## **ACKNOWLEDGEMENT AND RESPONSE**

1. The School will provide a written or verbal acknowledgement within a reasonable timeframe of receipt of the feedback.
2. The School will respond with:
  - (a) Specific action / information to resolve the matter
  - (b) Dismissal of the complaint in which case reasons will be given to the student in writing

The student / external parties will be notified by the relevant department of its decision in respect of the feedback/ complaint within twenty (21) working days.

*Note: action(s) taken may be publicised where appropriate and applicable, especially if the action(s) are of public interest..*

3. All feedback will be recorded digitally and archived for a period of two years. Refer to 2.5 Data, Information and Knowledge Management process.

## **DISPUTE RESOLUTION**

In the event that the student/parent and the PEI are unable to resolve a dispute, or a student/parent is not satisfied with the outcome, the student/parent and the PEI may refer the dispute to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the **CPE Student Services Centre (SSC)** or email [cpe\\_contact@cpe.gov.sg](mailto:cpe_contact@cpe.gov.sg) for mediation prior to instituting any legal action.

The student/parent and the PEI hereby agree to such procedures and to pay such fees as the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) may prescribe from time to time for the purpose of resolving their dispute.