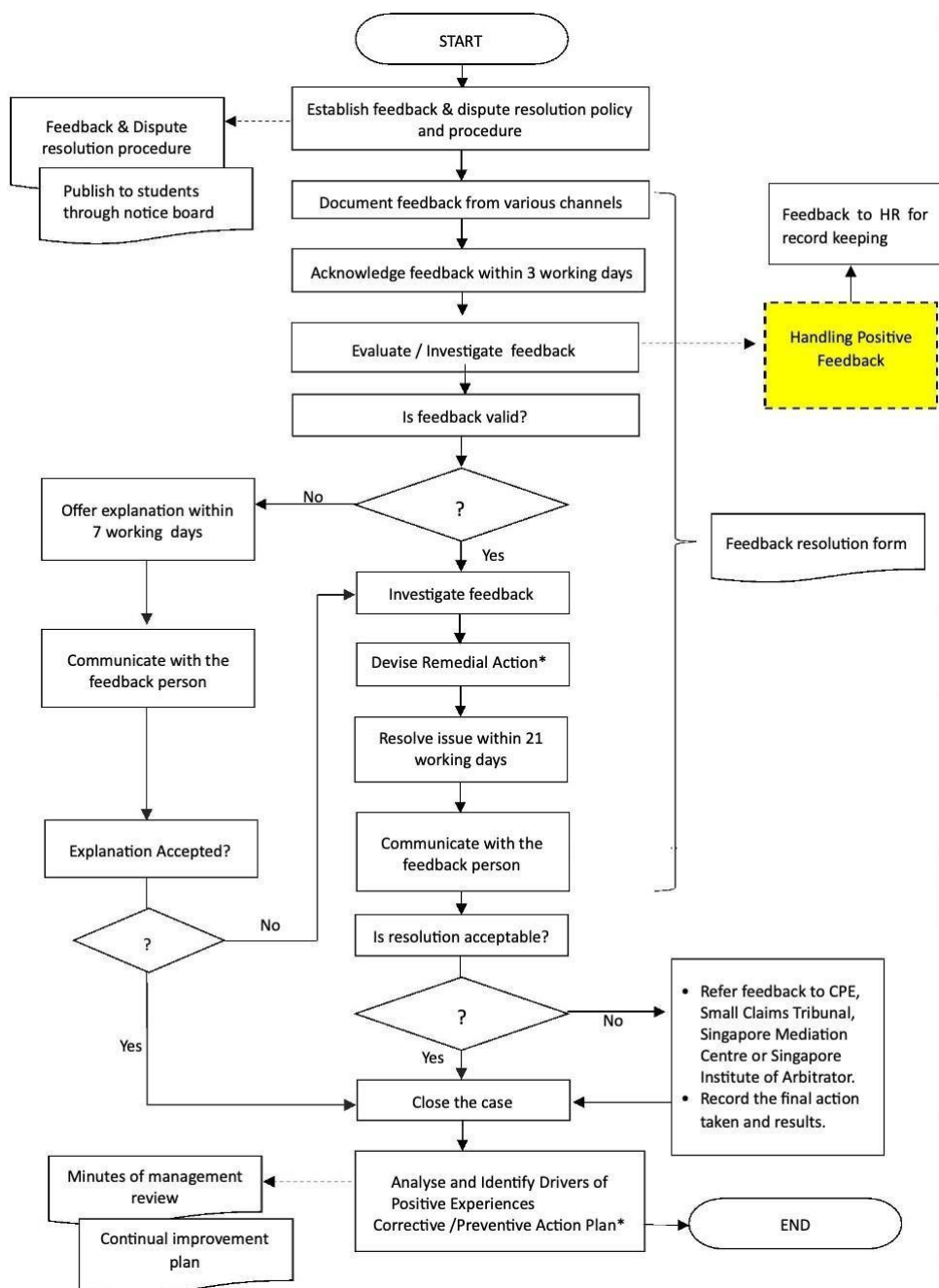




14. Student Feedback/Complaint and Dispute Resolution

14.1

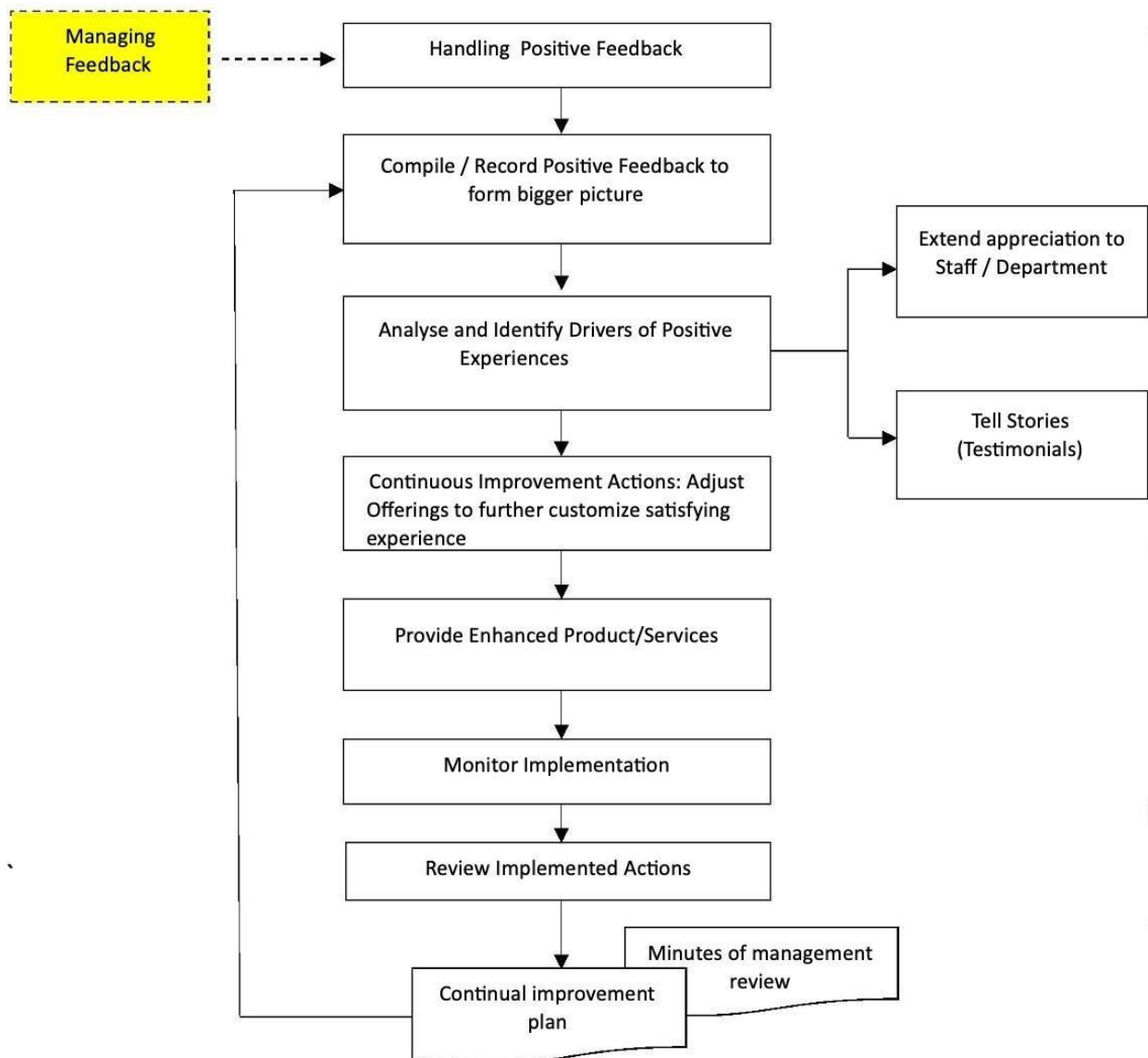
Image 1



- Remedial Action: An action done to eliminate a detected non-conformity/ An action taken to rectify a problem
- Corrective Action: Action taken to eliminate the cause of a detected non-conformity or any other undesirable situation
- Preventive Action: Action taken to stop something from occurring; may be initiated after the identification of a non-conformity and becomes a part of the corrective action.

14.1.1

Image 2



14.2 Summary

The principal and management team will review feedback management the at least once a year during the management review for continual improvement.

14.2.1 Responsibilities

- a. Principal
- b. Senior Management
- c. Student Affair Team

14.2.2 Work Instruction

Students or staff are to refer dispute or feedback to the school admin to carry out the following and record on the Feedback and Dispute Resolution Form:

- Describe the feedback/dispute
- HR, supervisor and form teacher will support the feedback. Feedback should be submitted to Management.
- Management will appoint an investigator and a case officer to evaluate the validity of the feedback/dispute and investigate the feedback/dispute.
- Recommend a resolution for the feedback/dispute
- Communicate to the personnel concerned the recommended resolution
- If resolution is acceptable, close the case
- If resolution is unacceptable, refer feedback/dispute to the following:
 - i. CPE, small claims tribunal
 - ii. Singapore Mediation Centre; or
 - iii. Singapore Institute of Arbitrator
- Resolve the feedback/dispute within twenty-one (21) working days
- Record the final action taken and results and case officer will follow up and close the case at the end.
- Evaluate results for future planning
- Complete the form and approve by Principal.
- Keep a record of the completed form in the school computer.

14.2.3 Review

The principal and management team will review the Feedback and Dispute Resolution Procedure at least once a year during the management review for continual improvement.