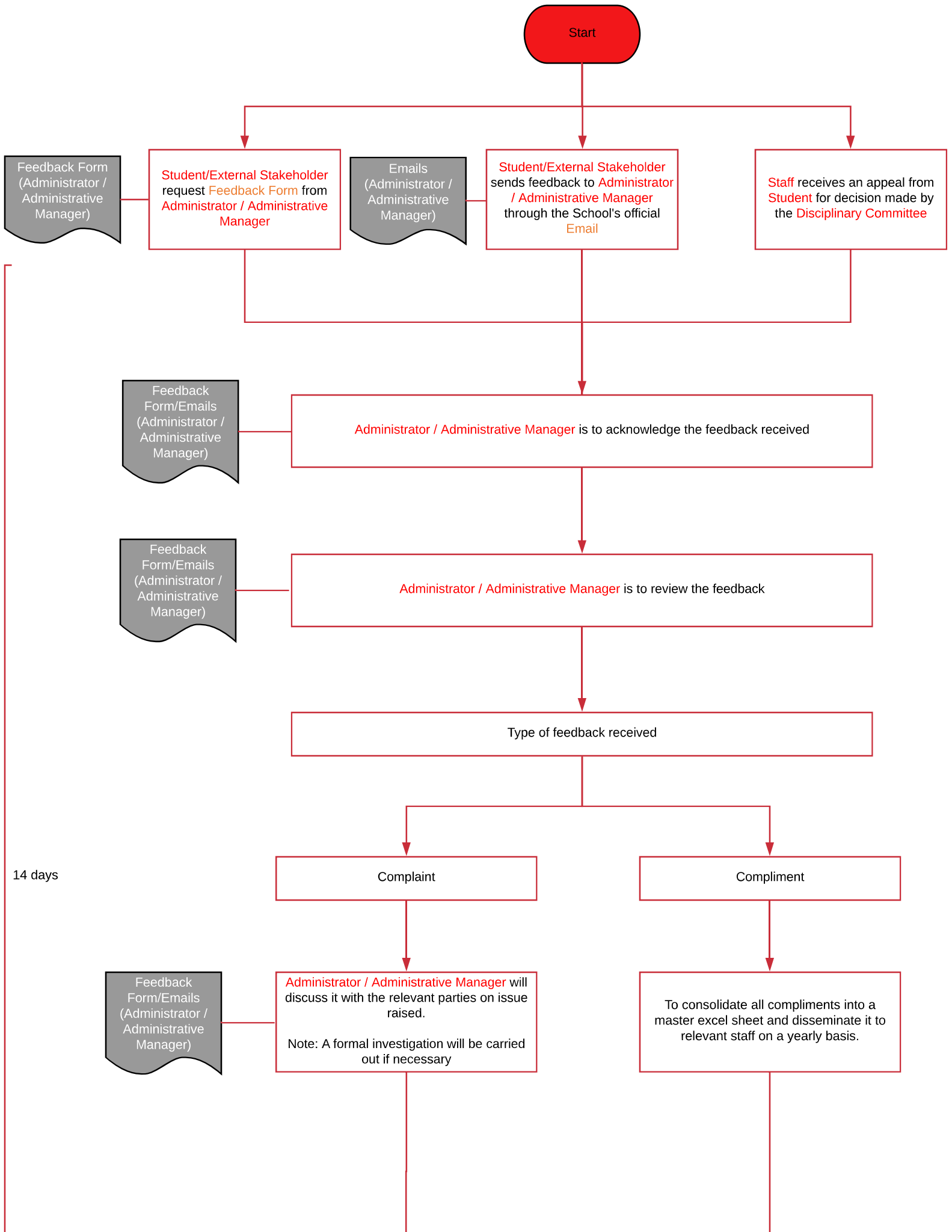
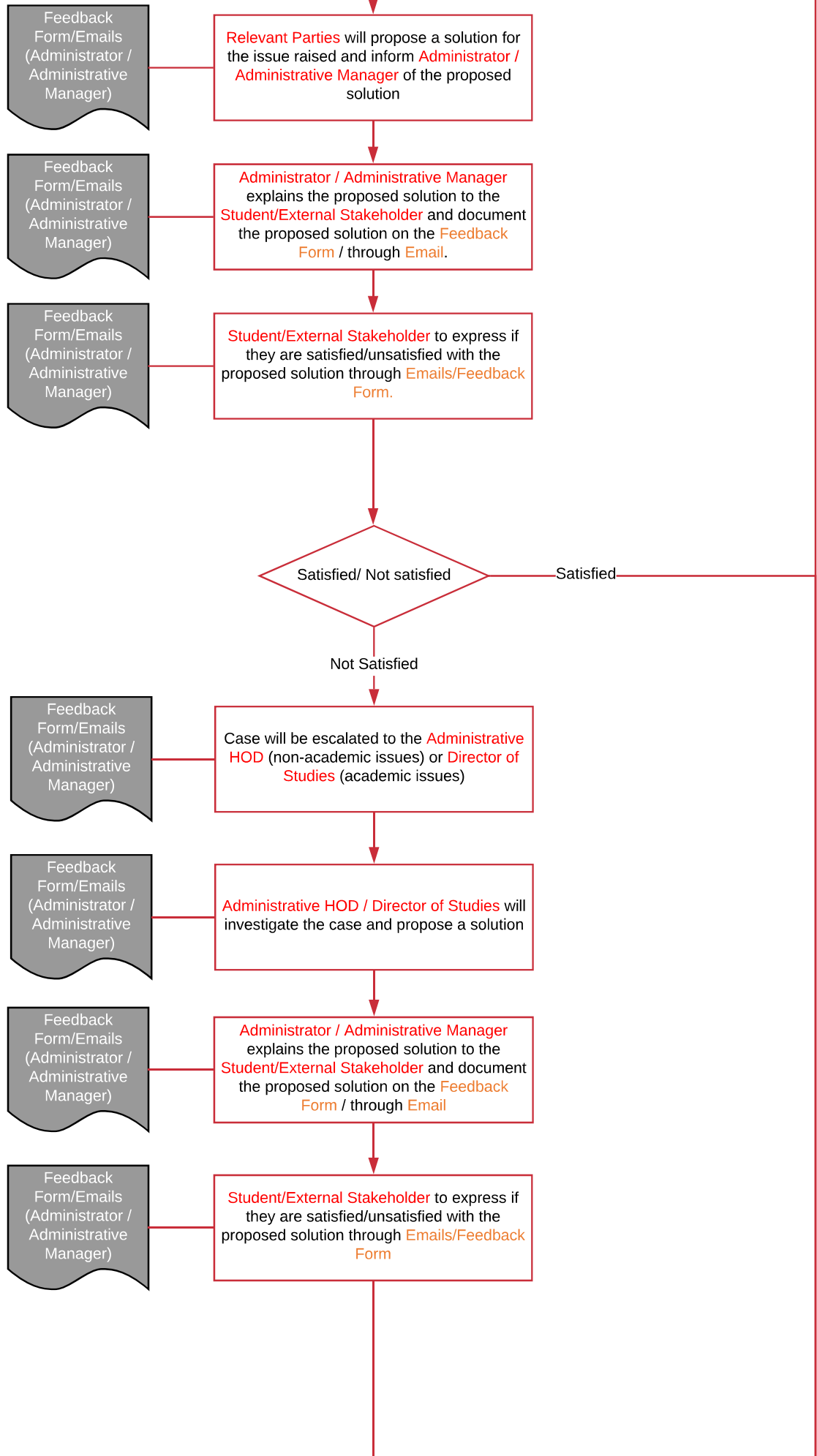


C2.6.1 External Feedback and Complaint Management System





Feedback Form/Emails (Administrator / Administrative Manager)

Relevant Parties will propose a solution for the issue raised and inform Administrator / Administrative Manager of the proposed solution

Feedback Form/Emails (Administrator / Administrative Manager)

Administrator / Administrative Manager explains the proposed solution to the Student/External Stakeholder and document the proposed solution on the Feedback Form / through Email.

Feedback Form/Emails (Administrator / Administrative Manager)

Student/External Stakeholder to express if they are satisfied/unsatisfied with the proposed solution through Emails/Feedback Form.

Satisfied/ Not satisfied

Satisfied

Not Satisfied

Feedback Form/Emails (Administrator / Administrative Manager)

Case will be escalated to the Administrative HOD (non-academic issues) or Director of Studies (academic issues)

Feedback Form/Emails (Administrator / Administrative Manager)

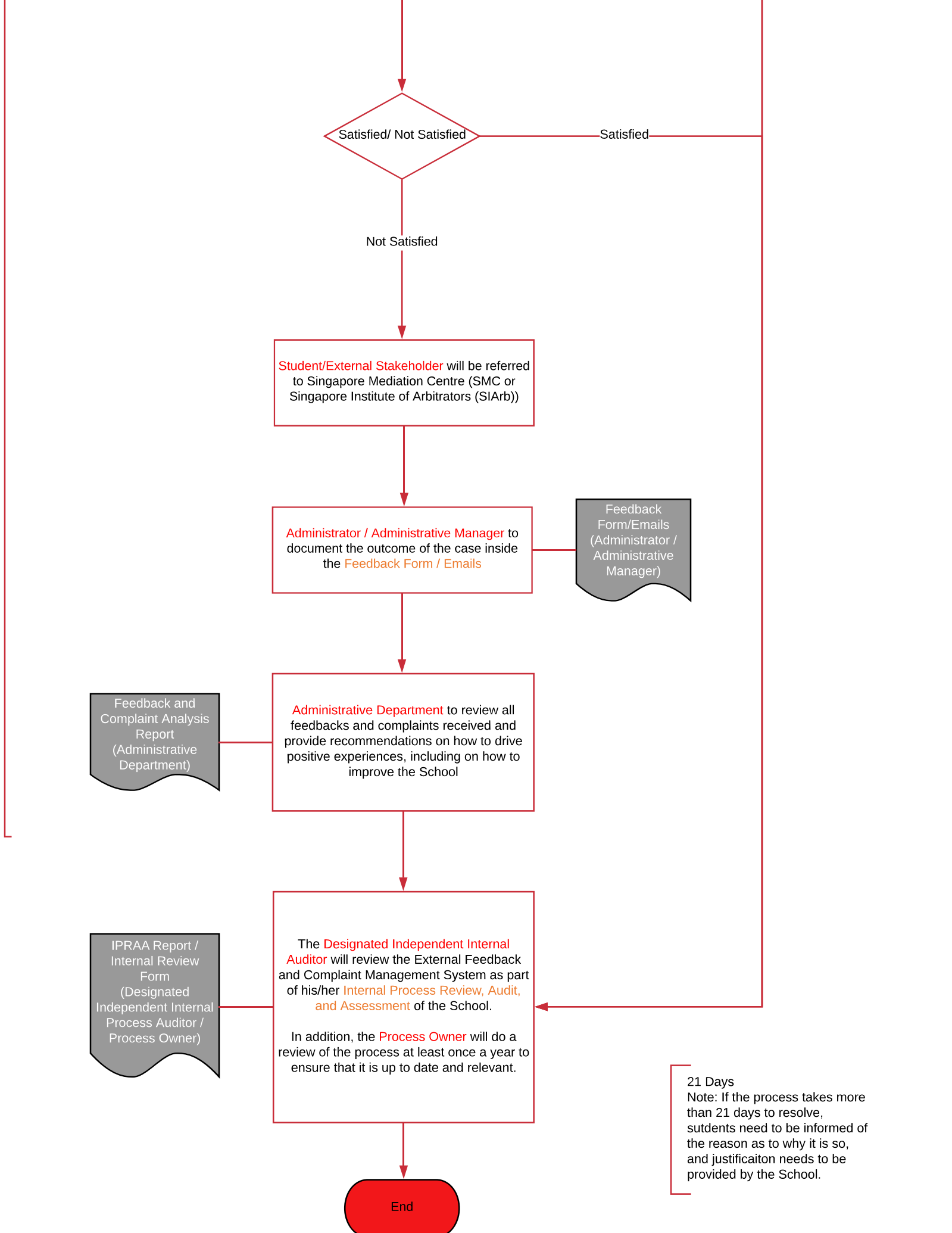
Administrative HOD / Director of Studies will investigate the case and propose a solution

Feedback Form/Emails (Administrator / Administrative Manager)

Administrator / Administrative Manager explains the proposed solution to the Student/External Stakeholder and document the proposed solution on the Feedback Form / through Email

Feedback Form/Emails (Administrator / Administrative Manager)

Student/External Stakeholder to express if they are satisfied/unsatisfied with the proposed solution through Emails/Feedback Form



Satisfied/ Not Satisfied

Satisfied

Not Satisfied

Student/External Stakeholder will be referred to Singapore Mediation Centre (SMC or Singapore Institute of Arbitrators (SIArb))

Administrator / Administrative Manager to document the outcome of the case inside the Feedback Form / Emails

Feedback Form/Emails (Administrator / Administrative Manager)

Administrative Department to review all feedbacks and complaints received and provide recommendations on how to drive positive experiences, including on how to improve the School

Feedback and Complaint Analysis Report (Administrative Department)

The Designated Independent Internal Auditor will review the External Feedback and Complaint Management System as part of his/her Internal Process Review, Audit, and Assessment of the School.

In addition, the Process Owner will do a review of the process at least once a year to ensure that it is up to date and relevant.

IPRAA Report / Internal Review Form (Designated Independent Internal Process Auditor / Process Owner)

21 Days
Note: If the process takes more than 21 days to resolve, students need to be informed of the reason as to why it is so, and justification needs to be provided by the School.

End