**Implementation**

Student Support Officer receive feedback and complaints from students/external parties via Telephone, Email, Face to face contact with our student support officers or through Customer Feedback and Complaint Form

Student Service Department to acknowledge feedback/complaint within 2 working days and forward to relevant Department Head

College to carry out investigation and offer solution to student/external parties within 21 days

Inform student/external parties giving the feedback/complaint of the action(s) taken where feasible.

For Feedback

All feedbacks and complaints will be recorded and filed for internal review purpose.

Solution accepted by student/external parties?

Yes

No

Department Head to inform student and refer the case to external mediation body, Singapore Mediation Centre (SMC) via Council for Private Education (CPE) student services center

For appeals relating to examinations or assessments, suspension/expulsion and misconduct refer to *E5.6c Assessment Result (Academic Appeals Section)*
Procedures

AIC aims to provide a high standard and quality of service in respect of its programmes of study, services and facilities. As part of its commitment to enhancing the student / external parties’ experience, this procedure has been established to deal with complaints from students. AIC recognizes that complaints may provide useful feedback from students / external parties and, where appropriate, will be used to improve services and facilities.

1. Students who have any feedback or complaint should raise it as soon as possible.

2. AIC will not consider complaints that are made more than 28 days after the events complained about, unless there is good reason for the delay.

3. Feedback/ compliment and complaints can be provided via the following methods;
   • customercare@aic.edu.sg
   • Complete and submit the Customer Feedback and Complaint Form via the suggestion box or by;
   • Speaking to any of our student support officers.

4. All feedbacks and complaints will be dealt with in confidence.

5. Where a complaint is shown to be frivolous, vexatious or motivated by malice, it will be dismissed and disciplinary action may be taken against the student.

Acknowledgement and Response

6. The College will provide a written or verbal acknowledgement within two (2) working days of receipt of the feedback or complaint.

7. The College will respond with:
   (a) Specific action to resolve the matter;
   (b) Dismissal of the complaint in which case reasons will be given to the student in writing.

8. The student / external parties should be notified by the relevant department of the decision and full response of the outcome of the complaint within twenty (21) working days.
   Note: action(s) taken may be publicized where appropriate and applicable, especially if the action(s) are of public interest

9. Students may be referred to external mediation body, (SMC) via (CPE) for further mediation if they are not yet satisfied with the solution.

Asian International College
10. All feedbacks and complaints will be recorded and filed for internal review purpose. (refer to F6.1.1 Data Collection Process and Analysis System)

Referring a case to external mediation body (for Students)

1. Students may wish to initiate a case to external mediating body if they are not satisfied with the outcome/actions taken.

2. Student may visit the CPE Student Support Centre (SSC)

3. Student will be required to fill up an application form, stating the nature of your dispute.

4. The application form will then be sent to SMC, who will contact you and the school within 7 working days for an appropriate date to hold the mediation session.

5. Before the day of mediation, the parties involved will exchange through the SMC a concise summary of the case, as well as copies of relevant documents referred to in the summary that the parties wish to rely on during mediation.

6. At the end of Day 1 of mediation, if the parties are able to arrive at an agreement, the mediator will draw up a settlement agreement and close the case.

7. However if there is no settlement, you can decide if you wish to proceed to the arbitration stage, which is a paper-based review of the dispute.

8. The arbitrator may call for a hearing if he deems it to be necessary.

9. You will be required to submit a request to SIArb to commence arbitration, and within 14 working days of receiving the request, the PEI will submit to SIArb their defence.

10. You have another 14 working days to submit your reply to SIArb upon receiving the PEI’s defence. For a documents-only arbitration, the arbitrator will publish his arbitral award within 60 days from the commencement of the arbitration, while if a hearing was held, the arbitrator will publish his award within 90 days from the commencement of the arbitration.
Description

**Mediation** is a means of dispute resolution in which the parties to a dispute engage the assistance of an impartial third party (called the Mediator) to facilitate negotiations between them with a view to resolving their dispute privately and in an amicable manner. The focus is not on who is right or wrong, nor on who has a stronger or weaker case. Rather it is on how the parties can move forward and put the dispute behind them. The Mediator helps the parties to adopt a problem-solving approach, move away from their respective positions and focus on their interests, needs and concerns.

**Arbitration** is a process by which the parties of a dispute submit their differences to one or more impartial parties for a final and binding decision. Being an orderly proceeding, arbitration is substantially less formal than court proceedings. Arbitration under the CPE Mediation – Arbitration Scheme is a paper-based proceeding under which each party submits his representation to the Arbitrator for consideration. Confidentiality is ensured and the disputes are resolved in a cost-effective and expeditious manner. It is an alternative to dispute resolution by litigation in a court of law.