

FEEDBACK / COMPLAINTS / DISPUTE RESOLUTION POLICY

Commencement Date: 01 December 2008

Category: Students

1. PURPOSE

The purpose of this document is to establish guidelines for handling the administration of feedback and complaints received by students within a specified time.

2. APPLICATION

Students

3. EXCEPTIONS

NIL

4. POLICY STATEMENT

Curtin Singapore has a Complaint Resolution policy that allows students to raise any issues of concern with regards to their studies and life on campus, as well as appeals for re-instatement, suspension, expulsion, awards, etc. A student may choose to provide feedback via telephone, email, in person or by completing a Student Feedback form. The form will be acknowledge by and processed by the Student Services Dept who shall in the best possible way, try to resolve the complaint within 21 days of receipt.

If the student does not agree to the proposed resolution, the Grievance Resolution Policy of Curtin, Perth will be referred to.

Curtin Singapore has put in place a Feedback/Complaints Resolution flowchart process for which all cases are recorded. These cases are centralised and maintained with up-to-date records by the Division of Student Services.

5. OBJECTIVES

To ensure feedback and complaints are handled professionally and in a timely manner in accordance with the policy and procedure as per Curtin Singapore's Feedback/Complaints Resolution flowchart.

RESPONSIBILITIES	
Policy Manager	Student Services Manager
Contact	6593 8021
Approval Authority	Executive Committee
Review Date	01 Nov 09

Revision Ref No	Approved/ Rescinded	Date	Committee /Board	Document Reference
Version 1	Approved	01 Dec 08	Executive Committee	Nil
Version 1.1	Approved	01 Nov 09	Executive Committee	Change of logo and format