

## DISPUTE RESOLUTION POLICY

### 1. PURPOSE

To provide guidelines for an effective dispute and feedback management system applicable to Curtin Singapore.

### 2. OBJECTIVE

To ensure feedback from all stakeholders relating to Curtin Singapore is managed professionally and in a timely and appropriate manner.

### 3. APPLICATION

Curtin Singapore staff, students and stakeholders.

### 4. EXCEPTIONS

Nil.

### 5. POLICY STATEMENTS

- 5.1 Curtin Singapore welcomes feedback, including complaints, compliments and useful information from all stakeholders.
- 5.2 Any feedback will be responded to within 2 working days.
- 5.3 Curtin Singapore is committed to ensuring complaints are settled within 21 working days from the day of receipt with the corrective action, if applicable, made known to the complainant. If this is not possible, then the complainant will be notified with regards to the reasons for the delay.
- 5.4 In the event that a complaint cannot be resolved amicably, or if the complainant is dissatisfied with the outcome, either a party may refer the dispute to the Singapore Mediation Centre (SMC) or the Small Claims Tribunals (SCT), or legal counsel. At the same time, Curtin Singapore will ensure compliance to the Private Education Regulations 2016 (Dispute Resolution Schemes).
- 5.5 Curtin Singapore will record and track all feedback received and any actions taken.
- 5.6 Feedback will be reviewed on a quarterly basis and used to improve the provision of academic programs and services.
- 5.7 All staff and students at Curtin Singapore will be made aware of the Dispute Resolution Policy and its associated procedures.
- 5.8 All staff will be made aware of their responsibilities in responding to feedback.

### 6. RESPONSIBILITY

The Head, Quality Assurance and Compliance is responsible for implementation, monitoring of the policy and associated procedures and for continuous improvement of the related systems and processes.

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### REVISION HISTORY

Version	Approved/ Amended/ Rescinded	Date	Committee/ Board/ Executive Manager	Approval/ Resolution Number	Key Changes and Notes
1	Approved	05/12/2018	Executive Committee	EXCO 22/18 (i)	Attachment A to Item 7.7 effective 05/12/18