

## *Student Feedback/ Complaint & Dispute Resolution Process*

Shelton College International (to be called Shelton hereon) is committed to ensure that all stakeholders will be dealt with in a fair and unbiased manner in keeping with the values of Shelton. However, Shelton recognizes the fact that there will be points in time where there will be a dispute between stakeholders and Shelton. When such disputes happen, Shelton is committed to ensure that:

1. All feedback / complaints or disputes will be assessed by fair and neutral party.
2. All feedback / complaints or disputes are moderated and managed in the most expedient manner.
3. All feedback / complaints or disputes are treated with utmost confidentiality and the privacy of the stakeholder is maintained.

All received feedbacks, complaints, and disputes will be dealt accordingly to the different levels of complaint for no longer than 21 days from the date of receipt.

However, if the matter remains unresolved or the student is unsatisfied with the outcome, students may approach the Committee for Private Education (CPE) Student Services Centre for assistance.

At the CPE Student Services Centre, the officers will review the complaints and will provide the appropriate advice. Depending on the nature of the complaint, the following resolution procedures may be recommended:

COMPLAINT	RECOMMENDED COURSE OF ACTION
PEIs which have violated conditions of registration (e.g. misrepresentation or failure to honour contract terms)	Official investigation of the PEI by an inspectorate team from the CPE
Unsatisfactory services (e.g. poor teaching quality, changes to the curriculum, and delays in awarding certificates)	Stage 1: Mediation Stage 2: Arbitration
Fee refunds	Small Claims Tribunal (For amounts less than SGD\$10,000)

### **Dispute Resolution Mechanism**

For clear-cut fee refund issues of less than \$10,000, students can lodge their case with the Small Claims Tribunal.

For complaints of other nature, students can choose to participate in the CPE's Dispute Resolution Scheme.

### **Dispute Resolution Scheme**

PEIs' participation in the dispute resolution process is compulsory as stipulated by the Private Education Act. There are two stages in the process – mediation and arbitration.

#### **Stage 1: Mediation**

- The complaint may be referred to the [Singapore Mediation Centre](#) for mediation.
- If a settlement between the student and the PEI can be reached at the mediation stage, a settlement agreement would be drawn up and endorsed by the respective parties, and the dispute resolved.

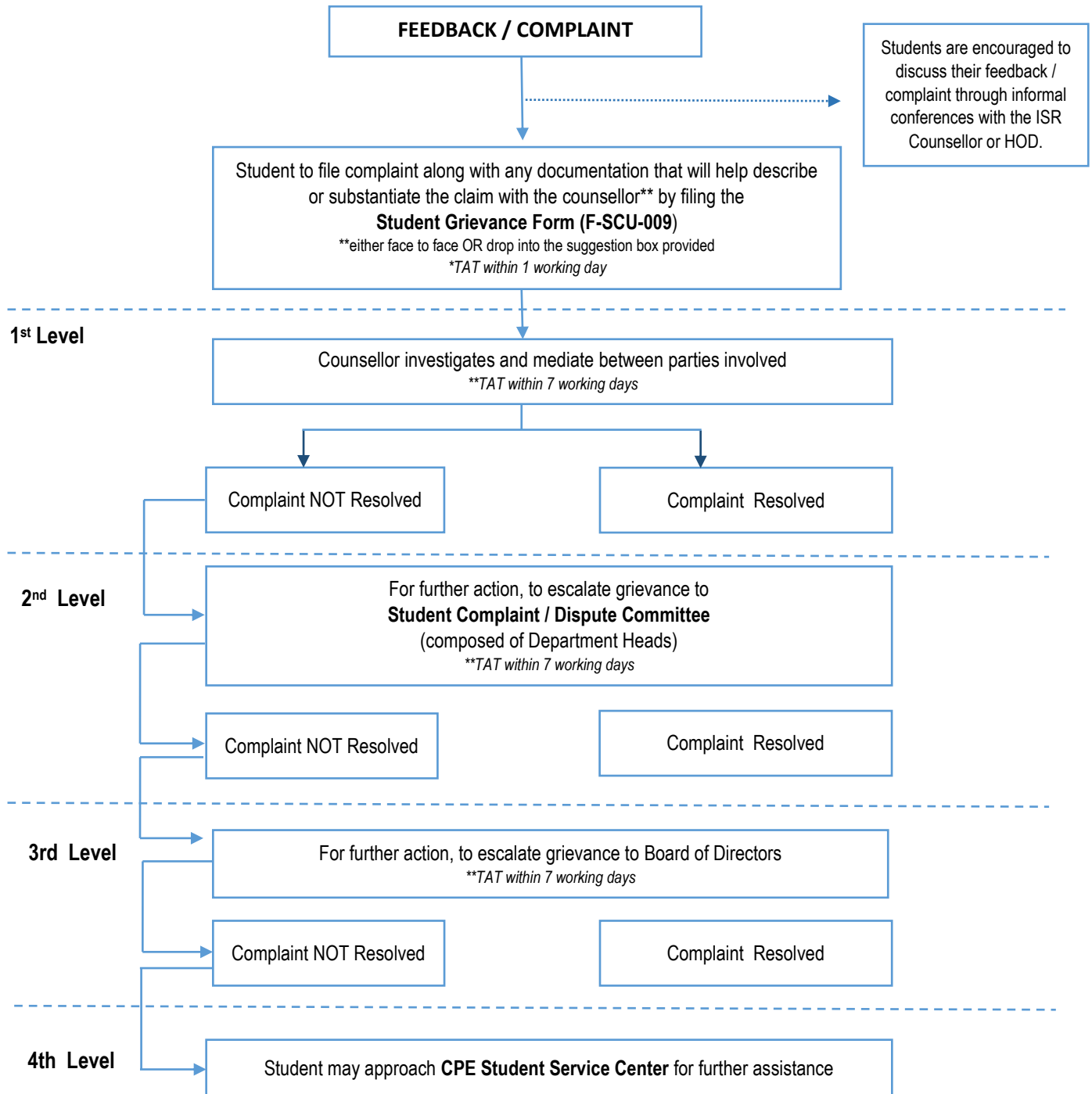
#### **Stage 2: Arbitration**

- If the parties fail to reach a settlement through mediation, the student can progress to arbitration for a resolution.
- The [Singapore Institute of Arbitrators](#) is the appointed provider of arbitration services

**CPE Student Service Centre  
Committee for Private Education**  
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## *Student Feedback/ Complaint & Dispute Resolution Process*



### Process Review

The STUDENT FEEDBACK/ COMPLAINT & DISPUTE RESOLUTION PROCESS will be reviewed in two main ways. First, the process owner will review the process at least once a year, in conjunction with the audit and assessment conducted by the independent auditor (or QA Department) through the Internal Review and Assessment of the School.

Secondly, the Academic Board will review the relevant Operation Manuals at least once a year.