



HANBRIDGE INSTITUTE

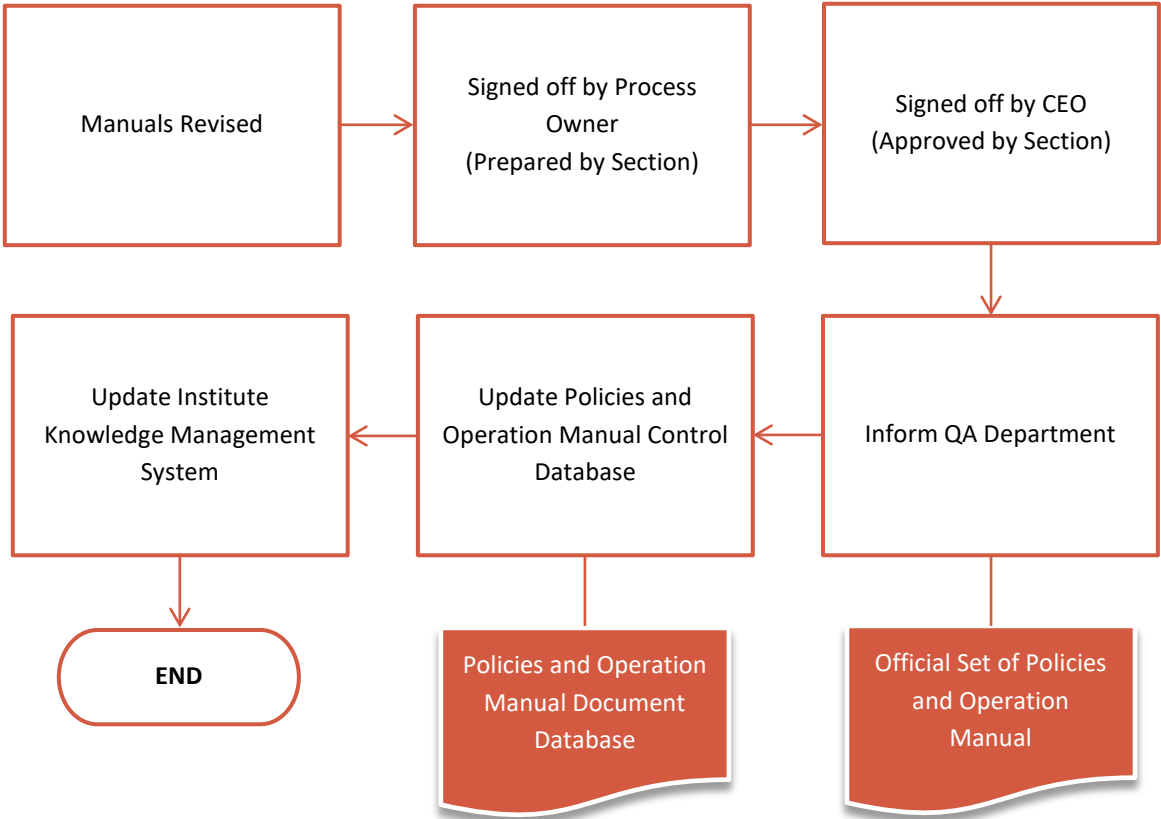
POLICY MANUAL

PM-0600-C2.6.1-05

DISPUTE RESOLUTION POLICY

1. Document Control Policy

One of the Institute’s Controlled Documents will include the Official Set of Policies and Operation Manuals (“Manuals”) that must be endorsed and approved by the Chairman of PMER Committee prior to its release to any stakeholders. Any revisions to the Manuals must be documented / reflected in the Revision History (Item 2) of this Manual and also in the Policy and Operation Manual Document Control Database. The flowchart below captures the approval process and their respective supporting documents.



2. Revision History

Version	Description	Effective Date
00	Initial Release	27 March 2017
01	Changed Criterion to 2.6.1	15 June 2017
02	Updated Document Signatory List	27 November 2018
03	<ul style="list-style-type: none"> Removed General Information header and box Removed signing date Document Signatory List Amended Approved By Name 	17 July 2019
04	<ul style="list-style-type: none"> Changed logo Amended "School" to "Institute" throughout the manual 	18 March 2020
05	<ul style="list-style-type: none"> Removed "through the CPE Student Services Centre." from point 3.1 under Section 3 Alternate Remedies in Dispute Resolution. 	20 November 2020

3. Document Signatory List

Responsibility	Name	Title	Signature
Prepared by	Sam Kok	Administration Manager	
Approved by	Alan Go	Chairman of PMER Committee	

Write-up: Policy Details

Objective

As a Institute that aims to deliver the highest standards of quality services to all its customers (i.e. students), a Dispute Resolution Policy will provide the standards, framework and guidelines on how the Institute can manage any feedbacks, complaints, grievances and disputes that arises. In advocating an open door policy, the Institute is open to receiving any feedbacks from all stakeholders so as to ensure continual improvement in its policies, systems and procedures.

Responsibility

All student feedback, complaints, grievances and disputes are to be handled by the Institute's Administration Department. Respective staffs have been trained to resolve / handle all student matters / issues. Any formal / official communication of follow up actions must be approved by the respective Heads of Department.

This Dispute Resolution Policy is to be clearly communicated to the students by the Institute staff, so that all students are aware of the dispute process.

Policy Statements

1. Handling of Feedbacks and Complaints

- 1.1 The Institute accepts both written (emails / letters / Feedback Forms) and verbal communications (meetings / telephone correspondences) for ease of providing feedback.
- 1.2 The Institute is to seek feedback from its key stakeholders and external partners for continual improvement of its systems and processes.
- 1.3 All feedbacks and complaints must be properly recorded and/or documented. Any correspondence (including actions taken) between the Institute and the student must be annexed as evidences. This is to ensure that any staffs handling the case are kept aware of the progress / outcomes.
- 1.4 In the event of any appeals for retention, suspension, expulsion and awards, the Institute's Dispute Policy and Process shall follow.
- 1.5 It is the responsibility of the Administration Department to notify relevant departments of any feedbacks and complaints.
- 1.6 Students must be kept informed of the status of their feedback / complaints.
- 1.7 Administration Department is to respond to respective students within 3 working days of receipt of the feedback / complaint.
- 1.8 All feedbacks / complaints must be resolved within 21 working days. In the event that the deadline is not adhered to, respective students must be notified and the reasons with regards to the delay must be made known.

- 1.9 All feedback and complaints are to be evaluated, and improvements to be made in response to them. Such improvements are to be documented for re-evaluation after its implementation, and the complainant / person giving feedback will be informed.

2. Review of Feedback and Complaints Management System

- 2.1 The Management Team will review all feedbacks and complaints on an annual basis. This is to be documented in a report format.
- 2.2 Management Team will also use this review as a platform for reviewing the Feedback and Complaints Management System. The Management Team is to use the points discussed within the review and evaluate how the system can be improved
- 2.3 The Management Team is to regularly review the Feedback and Complaints Management System, Communication Channels, Policy and Procedures within the Institute, and see how they can be improved.

3. Alternate Remedies in Dispute Resolution

- 3.1 In the event that the Institute and the student cannot come to an agreement or the student does not accept the final decision made by the Institute's Management Team, they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SI Arb) for mediation.