Dispute Resolution Procedure

Dispute Resolution Procedures

We treat any student dispute as important feedback to us. Feedback and complaints can come in through the following channels:

- A "Feedback Box" with feedback form shall be put up at visible and accessible location
- Student can email us at icare@icastec.com
- Student can also provide feedback during "Student Dialogue Session" and/or any survey forms

Refer to fig. 1 on the Grievance & Dispute Resolution Procedure. The role of Counsellor is to counsel, and facilitate the due process of advice, action and closure. As part of counselling of student, where needed, Counsellor's roles include facilitating and consulting management, staff from relevant department, and/or referring further counselling by pastoral counsellor.
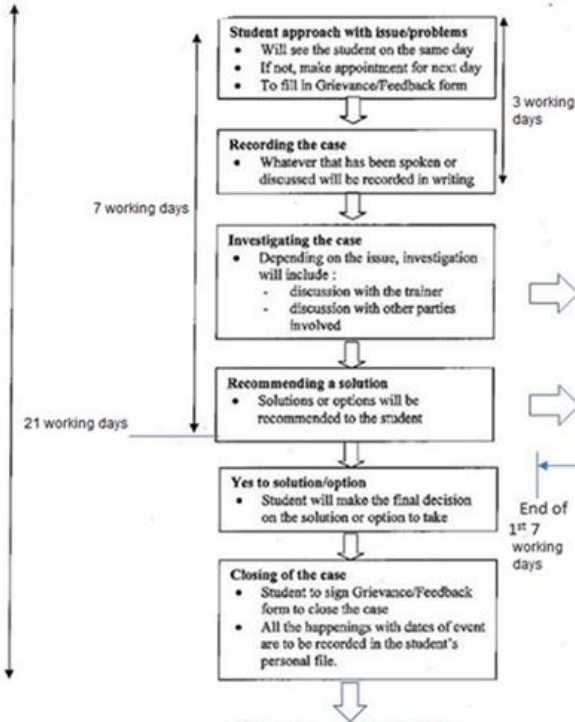
For any dispute or complaint, we will document the nature of dispute, complaint and given an interim acknowledgement that the matter is being investigated. We will acknowledge the complaint within 3 days. The Counsellor from Student Service Centre (SSC) will be required to conduct the necessary investigation to establish the circumstance and facts of the case and forward his/her recommendation not later than seven working (7) days to the School Manager. The latter will verify and decide whether there are basic to accept or dismiss the dispute/complaint.

Management or Counsellor will then offer a solution to the student. If the student accepts the solution, no further action will be pursued except record and file the proceeding for completed action.
If the student declined the solution offered by Management or Counsellor, the complaint will be referred to a higher level. However, the School Principal shall review the case and offer a second solution within 14 working days, and complaints shall be kept informed of the status.

If failing to resolve within the school, the student or the school may then refer the case to an independent arbitration centre, e.g. Small Claim Course, or Singapore Mediation Centre, all within 21 working days.
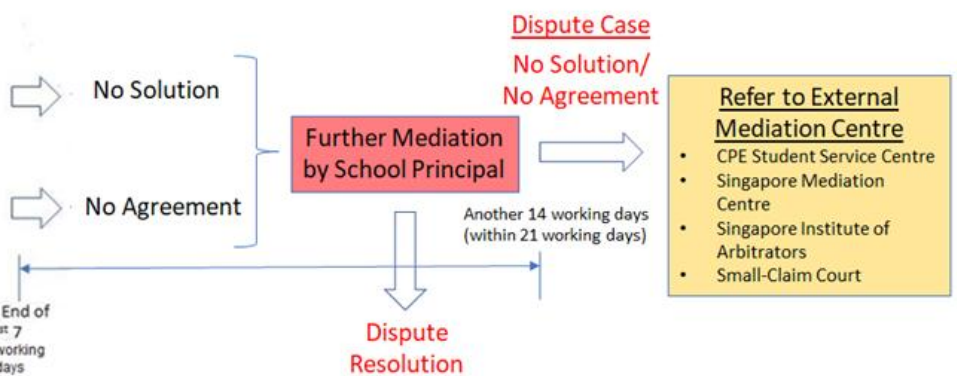
Dispute Resolution Procedure

With Solution

Student approach with issue/problems
- Will see the student on the same day
- If not, make appointment for next day
- To fill in Grievance/Feedback form

Recording the case
- Whatever that has been spoken or discussed will be recorded in writing

Investigating the case
- Depending on the issue, investigation will include :
  - discussion with the trainer
  - discussion with other parties involved

Recommending a solution
- Solutions or options will be recommended to the student

Yes to solution/option
- Student will make the final decision on the solution or option to take

Closing of the case
- Student to sign Grievance/Feedback form to close the case
- All the happenings with dates of event are to be recorded in the student's personal file.

3 working days

7 working days

21 working days

End of 1st 7 working days

No Solution

No Agreement

Feedback and complaints can come in through the following channels:
- "Feedback Box" with feedback form
- icare@icastec.com
- "Student Dialogue Session" and/or any survey forms

Dispute Case
No Solution/
No Agreement

Further Mediation by School Principal

Another 14 working days (within 21 working days)

Dispute Resolution

Refer to External Mediation Centre
- CPE Student Service Centre
- Singapore Mediation Centre
- Singapore Institute of Arbitrators
- Small-Claim Court

1. We will acknowledge the complaint in 3 working days.
2. Solution by Manager/Counsellor in 7 working days
3. Solution by School Principal in 14 working days
4. Refer to 3rd-party Arbitrator by 21 working days