

## Student Feedback Management Policy

1. GSTM has a close-loop feedback and complaint management system to gather and address all feedback / complaints received (either from the public, staff or students).
2. In all dispute resolution, it is GSTM's policy to try to reach a fair and amicable solution for both the complainant and the organisation.
3. GSTM communicates its response time for feedback/complaint received. GSTM will acknowledge to students within 3 working days. (any feedback/complaint must be resolved within 21 working days)
4. Should the school be unable to resolve the matter with the complainant within 21 working days, the school will then forward the matter to the CPE Mediation-Arbitration Scheme; or the Small Claims Tribunals (SCT) for clear-cut fee refund issue of equivalent or less than S\$10,000<sup>#</sup>; or their own legal counsel to seek redress.  
  
<sup>#</sup>For amounts that exceed the prescribed limit of S\$10,000 but does not exceed S\$20,000, the claim can still be convened in SCT with both parties' consent in writing.
5. The policy shall include appeals for retention, suspension, expulsion, award of certificates.
6. The aggrieved party, the student, must submit the grievance in writing to the school using the Feedback/ Complaint Resolution Form.
7. The procedure for dispute resolution is integrated into the complaint management procedure described above and also covers appeals for retention, suspension, expulsion and award of certificates.
8. All feedback/complaints (including disputes) and actions taken to resolve them will be filed and recorded in the school's Feedback / Complaint Resolution Form that also provides information on nature of complaint/grievance and the time taken to resolve. The collation of this information is the responsibility of the Student Support and Services Department and inputs provided by the relevant staff member handling the case.
9. GSTM shall seek feedback from its key stakeholders (including university partners) for continual improvement of the policy.
10. GSTM analyses the feedback/complaints received and these serve as input for its review process and continual improvement

**Figure 1: Student Complaint/ Grievance Procedure**

