

# **STUDENT FEEDBACK MANAGEMENT POLICY AND PROCEDURES**

## **STUDENT FEEDBACK POLICY**

This policy stipulates that the Global School of Technology and Management (GSTM) shall implement an effective feedback management system to handle all feedback, including complaints and compliments.

GSTM has an effective feedback management system to gather and address all feedback received. Feedback is acknowledged and evaluated for follow-up action.

### **1. Dispute Resolution Policy**

GSTM ensures that the dispute resolution policy and procedures are aligned with the Private Education Regulations and communicated to students.

### **2. Communication of Response Time**

GSTM communicates its response time for feedback/complaints received. GSTM will acknowledge students within 3 working days. Any feedback/complaint must be resolved within 21 working days.

### **3. Escalation of Unresolved Matters**

Should the school be unable to resolve the matter with the complainant within 21 working days, the school will forward the matter to the SSG Mediation-Arbitration Scheme or the Small Claims Tribunals (SCT) for a clear-cut fee refund issue of equivalent or less than S\$10,000. For amounts exceeding S\$10,000 but not more than S\$20,000, the claim can still be convened in SCT with both parties' consent in writing.

### **4. Inclusion of Appeals**

The policy shall include appeals for retention, suspension, expulsion, and the award of certificates.

### **5. Submission of Grievance**

The aggrieved party, the student, must submit the grievance in writing to the school using the Student Complaint Resolution Form.

### **6. Integration of Dispute Resolution**

The procedure for dispute resolution is integrated into the complaint management procedure described above and covers appeals for retention, suspension, expulsion, and the award of certificates.

### **7. Recording of Actions**

Any action taken is recorded and made known to the person giving the feedback. All disputes and actions taken to resolve them will be filed and recorded to provide information on the nature of the complaint/grievance and the time taken to resolve it. The collation of this information is the responsibility of the Student Support Services Department, and inputs are provided by the relevant staff member handling the case.

## **8. Use of Feedback**

GSTM shall effectively use feedback to identify what drives positive experiences.

## **9. Analysis and Improvement**

GSTM analyses the feedback received, which serves as input for its review process and continual improvement.

## **FEEDBACK, COMPLAINTS MANAGEMENT AND DISPUTE RESOLUTION PROCEDURE**

During pre-course counselling, Education Consultant/ Course Counsellor explains the Feedback, Complaints Management and Dispute Resolution Procedure to prospective students.

During Orientation Day, the Academic Programme Coordinator or Student Support Service explains the Feedback, Complaints Management and Dispute Resolution Procedure to newly enrolled students.

Students are briefed that he/she may write feedback/complaints through their Student Portal - Feedback or complete the Student Complaint Resolution Form to Student Support Services.

Students will receive a soft copy of the orientation slides and student handbook.

## **SCHOOL'S EMAIL**

Any external stakeholders who wish to provide feedback/complaints to the school can do so via the school's official email ( [info@gstm.edu.sg](mailto:info@gstm.edu.sg) ).

Any such emails will be forwarded to the respective departments for investigation and follow-up actions.

## **STUDENT FEEDBACK / COMPLAINT MANAGEMENT AND DISPUTE RESOLUTION PROCESS**

The complaints process has two stages:

- Stage 1: Informal Process
- Stage 2: Formal Process

During Stage 1, the students are encouraged to resolve their complaints informally in the first instance.

At Stage 1, a complaint may be resolved quickly and efficiently by simple consultation or discussion with the relevant department head/person.

The relevant department head/person the student contacts might be able to solve the problem directly or offer useful advice about how to proceed or where to go for assistance or advice. This department head/ person may informally advise what constitutes an appropriate remedy.

Student Support Services Department shall record all informal feedback/complaints and follow-up action.

Any action taken is recorded and made known to the respective Person giving the feedback/complaints.

If, however, the Student feels that a feedback/complaint has not been dealt with satisfactorily initially or if the problem is of mere serious nature, the Student should follow the formal procedures by moving to Stage 2 of the procedure.

During Stage 2, the Student must submit a formal complaint in writing by completing the Student Complaint Resolution Form.

The Student Support Services staff acknowledges the feedback/complaint received. This should be done within 3 working days.

The Head of Student Support Services will review the feedback/complaint and discuss them with the relevant department head on the issue raised. A formal investigation will be carried out.

Relevant parties will then propose a solution for the issue raised, and the Head of Student Support Services will explain it clearly to the Student. The resolution time must be resolved within 21 working days)

The Student should acknowledge the situation within 18 working days, whether he/she accepts or is satisfied with the proposed solution.

If the Student is still not satisfied with the outcome/decision, he/she will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb).

If the matter remains unresolved or the Student is unhappy with the outcome, the Student may approach SSG for help.

SSG may refer the Student to seek assistance through the SSG's Dispute Resolution Scheme, comprising mediation and arbitration with the Singapore Mediation Centre- [www.mediation.com.sg](http://www.mediation.com.sg) and Singapore Institute of Arbitrators – [www.siarb.org.sg](http://www.siarb.org.sg), respectively. The school counsellor will follow up on the status for prompt resolution.

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

