

Dispute Resolution Policy and Procedures

(updated on 20 Nov 2019)

This is Zhicheng Private School Pte Ltd (ZPS) Dispute Resolution Policy and Procedures. It describes the policy and processes the School has put in place to collect, analyse and respond to your complaints and disputes in a timely manner.

1 Dispute Resolution Policy

Types of complaints and disputes

- 1.1 To better manage complaints and disputes in a timely manner, the School classifies them according to what they are related to:
- a) Retention: The School does not retain students as the courses conducted by the School only prepare students for the AEIS, S-AEIS and O Level examinations. In the event that students fail the external examinations, they can decide whether to retake the course and exam. Hence the School does not have an appeal process for retention;
 - b) Awards: The School does not have an appeal process for awards as the courses are preparatory in nature and do not lead to any awards or certificates;
 - c) Suspension and expulsion;
 - d) School policies such as refund policy and procedures, privacy policy, transfer or withdrawal policy, school rules, school holidays, course end dates etc;
 - e) Curriculum matters such as meeting intended learning outcomes, class allocation, class size, teacher qualifications, medium of instruction, tests and test results etc;
 - f) Feedback and complaints not listed above, such as on School facilities, staff, student support services, other students, recruitment agents etc.

Complaint and dispute channels

- 1.2 Students may submit their complaints and disputes through the following means:
- a) Approach School staff to give feedback verbally. School staff will record the issues on the Complaint Form.
 - b) Obtain and fill up a Complaint Form from the Front Desk and drop it into the Feedback Box in the School.
 - c) Write a letter or memo and submit it to the Director or Academic Director in person.
 - d) Email to school@zhicheng.edu.sg.

Response time

- 1.3 The School shall resolve disputes within 21 working days.

2 Dispute Resolution Procedures

- 2.1 Students submit their disputes or complaints to the School.
- 2.2 The School acknowledges the complaint in one working day from the day it receives the complaint, and communicates the time it requires to investigate the dispute or complaint.

- 2.3 The School investigates the cause of dispute or complaint, and seeks to do so in five working days.
- 2.4 If the dispute or complaint is not valid, e.g. asking the School to refund the course fees for early withdrawal, the School will explain its position to students in one working day.
- 2.5 If the dispute or complaint is valid, the School proposes a course of action to resolve the disputes or to address the complaints. The School communicates and achieves consensus on the course of action with the student. If consensus cannot be reached, see below.
- 2.6 The School implements the course of action, and seeks to do so in three working days.
- 2.7 The student acknowledges in writing that the dispute or complaints has been resolved or addressed.
- 2.8 If consensus or resolution cannot be reached, students may choose whether to participate in a dispute resolution proceeding commenced by the School, i.e. the Private Education Mediation-Arbitration Scheme.
- 2.9 Under this scheme, students can channel their concerns to the Singapore Mediation Centre (SMC) for mediation.
- 2.10 If the dispute is not resolved through mediation, the dispute will be referred for arbitration by an arbitrator appointed by the Singapore Institute of Arbitrators.
- 2.11 If the student does not choose to participate in the dispute resolution proceeding commenced by the School, or if the dispute is not resolved through arbitration, the student may commence other legal proceedings as they deem necessary.