

Dispute Resolution Policy

1. The dispute resolution policy and procedures must be aligned with the Private Education regulations and are communicated to students via the Auston website and Student Handbook.
2. All complaints must be properly recorded and /or documented. Any correspondence (including actions taken) between the School and the complainant must be annexed as evidences. This is to ensure that any staff handling the case are kept aware of the progress / outcomes.
3. All complaints must be resolved as soon as practicable, in timelines stated in the Auston Dispute Resolution Policy.
4. In the event that the School and the student cannot come to an agreement or the student does not accept the final decision made by the School's Management Team, they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through CPE Student Services Centre for mediation.

Dispute Resolution Procedure

1. A student may submit their feedback/grievance through any of the following avenues. Students who wish to receive follow-up communications must leave their contact details. Alternatively, anonymous feedback may be submitted but no action will be taken to share the results.
 - a. Email – help@auston.edu.sg
 - b. Written – Student Survey Forms (Anonymous)
 - c. Feedback / Recommendation Form
 - d. Online – www.auston.edu.sg/feedback (Anonymous)
2. Upon receipt of the above feedback, the Student Services Department will acknowledge the students within 1 working day.
3. The Student Services Department shall start investigation and seek relevant department for solution within 5 working days.
4. If the student is satisfied with the outcome, the case will be recorded as closed. If the students wish to appeal the decision made, the case will be forwarded to the Managing Director for a recommended course of action within 4 working days. Thereafter, a solution must be provided to the student within 2 working days.
5. If the student is still dissatisfied with the outcome, an Appeal Committee shall be formed. This will consist of the Managing Director, Academic Operations, Manager, a member from the Student Services and Student Recruitment Department. This Committee shall make a decision on the student's case within 5 working days.
6. If the student is still dissatisfied with the outcome, he may approach the CPE Student Service Center to make a complaint or seek resolution in Singapore Mediation Center, Singapore Institute of Arbitrators or Small Claims Court following the Dispute Resolution Policy according to the Private Education Act.
7. Student Services Department will follow up the status for prompt resolution within 21 working days.