

Approach

1. The school's Dispute Resolution Policy and Procedures will cover all students' official complaints that is received from any formal channels. These will be communicated to students via the Auston Website and Student Handbook and aligned with the Private Education Regulations.
2. All official complaints must be properly recorded and/or documented. Any correspondence (including actions taken) between the school and the complainant must be annexed as evidence. This is to ensure that any staff handling the case are kept aware of the progress / outcomes.
3. Management Team is to respond to respective students within 3 working days of receipt of any official complaints received. This is to ensure that students are aware that the school is aware of the complaint received and is in the process of handling it.
4. All complaints must be resolved within 21 working days. If the deadline is not adhered to, respective students must be notified and the reasons with regards to the delay must be made known.
5. 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 Management Team, they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) for mediation.

Process

6. The school communicates the Dispute Resolution Policy and Procedures to its students through the following channels:
 - 6.1. Auston Website
 - 6.2. Student Handbook
7. Students who wish to provide to the school any official complaints or anonymous feedback (no action will be taken to share the results) may submit to:
 - 7.1. Email - help@auston.edu.sg
 - 7.2. Auston Website - www.auston.edu.sg/feedback (Anonymous)
8. The Management Team is to acknowledge the feedback / complaint received. This should be done within 3 working days.
9. Management Team will review the complaint and discuss it with relevant parties on issue raised. A formal investigation may be carried out, if necessary.
10. Relevant parties will then propose a solution for the issue raised and the Management Team will explain it clearly to the student. This should be done within 7 working days upon receipt of the Complaint.

11. Student should acknowledge the situation whether they are satisfied with the proposed solution. This should be done within 14 working days upon receipt of the Complaint.

12. The decision of the Management Team is final.

13. Final outcome made, including this entire process, should not take more than 21 working days unless otherwise specified.

14. If the student is still not satisfied with the outcome / decision, they will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SI Arb).

15. For suggestions and compliments, they can be generic and/or positive. This would not be covered under the Dispute Resolution Policy and Procedures.

16. All Feedback received would need to be recorded in the Feedback Management System for consolidation, analysis, and review purposes