

# Dispute Resolution Policy

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City College values all feedbacks (either from public, staff or students) and thus has put in place a system to document grievance and feedback cases. Our grievance and feedback channels include:

- Face-to-face feedback with any of the City College staff during class hours.
- Telephone communication (+65 6511 6833) Mondays to Fridays from 9:00AM to 5:00PM.
- Written communication via email to [info@citycollege.edu.sg](mailto:info@citycollege.edu.sg)
- Submission of the Customer Feedback Form available from the City College Reception.

We treat any student grievance as important feedback to us. We have staff assigned to manage student welfare including handling grievances and complaints.

Our interim response is within 24 hours. Depending on the complexity of the case, our response time is within 14 working days.

If the assigned staff is unable to solve the complaint amicably, students are referred to the Disciplinary Master and thereupon to the Programme Director.

In the event that the student and City College are unable to resolve a dispute in accordance with the grievance procedure referred to in the Administration Management System Manual, the student and City College shall refer the dispute to the Singapore Mediation Centre (SMC), and 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 (SIArb).

The student and City College should thereafter agree to such procedures and to pay such fees as the SMC or SIArb may prescribe from time to time for the purpose of resolving their dispute.