

ICS's dispute resolution policy is aligned to the dispute resolution provision in the Private Education Act.

The contract agreement between ICS and the parent / student (the Student) shall be governed by, and construed in accordance with, the laws of Singapore.

### **Grievance & Dispute Policy:**

ICS shall no later than the first day of the first school year in which the student is enrolled, provide the student or parent with a copy of its student handbook or such other document which shall prescribe a formal grievance procedure for the purpose of providing a timely and fair method of resolving disputes arising from matters related to the student's enrolment at ICS.

The terms of the contract shall take precedence over any provision in the student handbook or any other document provided by ICS.

In the event that the Student and ICS are unable to resolve a dispute in accordance with the ICS grievance procedure, the Student and ICS shall refer the dispute to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the CPE Student Services Centre for mediation prior to instituting any legal action or proceedings. The Student and ICS hereby agree to such procedures and to pay such fees as the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) may prescribe from time to time for the purpose of resolving their dispute.

### **Grievance & Dispute Process:**

ICS recognizes that there will be situations where parents may not agree with the policies and procedures of the school. ICS has established procedures to ensure that these concerns are heard and to the best of our ability are resolved.

Academic grievances and disputes are handled by one of the principals. Business and contract grievances and disputes are handled by the business manager.

### **Academic Grievance and Dispute Procedure**

#### **Step 1. Speak directly with the appropriate teacher**

Students or parents should first speak to the appropriate teacher. For grade disputes, students or parents will have one week after grades are released and/or published to dispute the grade with the teacher. The teacher has one week to respond to the dispute.

#### **Step 2. Speak with the teacher and principal**

If the teacher's decision is not satisfactory, schedule a conference with the teacher and the principal. The principal has one week to respond.

#### **Step 3. Contact the director**

If the principal's decision is not satisfactory, they will have one week from the date in which they received the decision to file an appeal with the director. The principal and director have one week

from the date that the appeal was received to render a decision.

#### **Step 4. Appeal to the ICS Board**

The board appeal process involves submitting the concern in writing to the ICS board of directors (school board) for review. The board will review the concern and provide the parties with a decision within two weeks from the date of submission. The primary focus of a board review is to ensure that appropriate policies are in place and that those policies have been followed. The decision of the board is final. Appeals to the board will only be considered for high school transcripts that affect the final grade by at least five percentage points and after steps one through three have been followed. Lesser disputes will be handled within steps one through two.

#### **Step 5. Contact CPE Student Services**

If the board's decision is not satisfactory, the parent can contact CPE Student Services via the CPE website.

### **Business and Student Contract Grievance and Dispute Procedure**

#### **Step 1. Speak directly with the Admissions Director** (if an admissions related contract question)

First, speak directly to the Admissions Director, who will strive to explain the details of the contract and initiate corrective action if it is discovered that that an element of the contract has been incorrectly implemented.

#### **Step 2. Contact the Business Manager**

If a satisfactory resolution is not reached in Step 1, a parent may file a grievance by sending a letter describing the issue to the ICS business manager. This letter should be dated and filed as soon as possible but not more than one (1) calendar months after the event giving rise to the grievance. The business manager will investigate the grievance, inform the aggrieved in writing within 7 days and take corrective action as needed.

#### **Step 3. Contact CPE**

If one of the parties is not satisfied with the resolution in Step 2, she/he should notify the Committee for Private Education and follow their dispute resolution procedures.

Any actions that are taken are documented and a summary of the grievance outcome is communicated to the individuals who lodged the grievance. ICS's dispute resolution policy is aligned to the dispute resolution provision in the Private Education Act.

<b>CHANGE HISTORY</b>
<b>Process Owner:</b> Business Manager
<b>Approving Authority:</b> Admin Team

<b>Version</b>	<b>Description of Change</b>	<b>Effective Date</b>	<b>Location of Change Approval</b>
1	Initial Release	16 Oct 18	Admin Meeting Minutes 16 Oct 18