FEEDBACK MANAGEMENT POLICY

1. PURPOSE

To outline guidelines for a feedback management system that ensures Curtin Singapore manages feedback from all stakeholders in a timely and appropriate manner.

2. POLICY STATEMENTS

2.1 Feedback may be lodged by any stakeholders regarding services, activities, or issues relating to Curtin Singapore. Feedback can be categorised as:

(i) complaints
(ii) compliments
(iii) information

2.2 Students and staff of Curtin Singapore will be made aware of the feedback management policy and its associated forms and procedures.

2.3 Feedback shall be acknowledged within 2 working days of receipt. In the case of complaints, feedback is to be settled within 21 working days of receipt, along with any recommendations for corrective action, and the complainant shall be informed of the outcome. In the event of a delay during the investigation, the complainant should be informed of the reason for the delay.

2.4 If a complaint cannot be resolved amicably, or if the complainant is dissatisfied with the outcome, either party may refer the dispute to the Singapore Mediation Centre (SMC) or the Singapore Institute of Arbitrators. At the same time, Curtin Singapore will ensure compliance with the Private Education (Dispute Resolution Schemes) Regulations 2016.

2.5 Feedback management process is in addition to other processes at Curtin Singapore where students may seek a review of or appeal against certain decisions of Curtin University, Curtin College or Navitas English. The Feedback Management process cannot be used as an alternative avenue for review or appeal processes that are established through Curtin University, Curtin College or Navitas English.

2.6 All feedback shall be recorded and tracked, including any actions taken in response to feedback, and reviewed on a quarterly basis for the purpose of continuous improvement in the provision of services and course delivery.

2.7 Resources such as procedures and forms shall be made available to staff or departments responsible for responding to feedback.

2.8 The feedback management policy and procedures are reviewed regularly for continual improvement.

3. SUPPORTING PROCEDURES

3.1 Feedback Management Procedures

4. RELATED DOCUMENTS/LINKS

▪ Private Education (Dispute Resolution Schemes) Regulations 2016

▪ Feedback Form

5. RESPONSIBILITY

5.1 The Head, Quality Assurance & Compliance is responsible for the implementation, maintenance, and compliance of this policy and its associated procedures.

Policy Manager:	Head, Quality Assurance & Compliance
Approval Authority:	Executive Committee
Review Date:	9/12/2024

REVISION HISTORY

Version	Approved/ Amended/ Rescinded	Date	Committee/ Board/ Executive Manager	Resolution Number	Key Changes and Notes
1	Approved	9/12/2022	Executive Committee	EXCO 50/22	Previous version has been rescinded