

Dispute Resolution Policy

NewRIIS has a closed-loop Dispute Resolution Policy that is aligned with the Dispute Resolution stipulated by CPE. NewRIIS welcomes feedback and complaints from students, parents and guardians, staff, partner organisations, recruitment agents and the public at large.

NewRIIS maintains the Dispute Resolution Policy as a managed platform for students to provide valuable feedback on their experience with NewRIIS. The various ways of providing feedback is communicated to the students via the Student Induction, Student Handbook and NewRIIS website.

It is in NewRIIS' policy that each feedback is appropriately acknowledged and addressed. NewRIIS is committed to ensuring that a complaint / grievance is resolved within twenty-one (21) working days upon receiving the complaint / grievance.

If the student does not agree with the resolution by NewRIIS, they may proceed with the University's Student Complaints & Resolution Procedure. The University operates a three-stage complaint procedure. **Level 1** is the informal stage. Complainants are expected to have tried to resolve the issue / problem informally directly with the school / service / area concerned. If steps taken under Level 1 fail, or the complainant feels that their complaint has not been resolved, they can proceed to **Level 2** by submission of a [Complaints Form](#) and supporting evidence.

Level 3 is the formal review. If a complainant remains unhappy with the Level 2 outcome they can request that the decision is reviewed. However, Level 3 requests can only be submitted on the basis of a procedural irregularity on the part of the Authorised Person, Complaints Officer, Complaint Adjudicator or Complaint.

Level 1 – This is the informal stage for complaint resolution. Complainants are expected to make every effort to informally resolve an issue of concern from the relevant Service or Academic Unit by seeking help/advice in writing from their tutor/supervisor or appropriate Head of School / Head of Service. This is normally resolved within 3 months of receiving the complaint.

Level 2 - This is the formal stage for complaint investigation. This Level should be undertaken for particularly serious complaints against individuals or when the steps taken under Level 1 of the procedure have failed or when the complainant considers that their complaint has not been resolved. Level 2 of the Complaints & Resolution Procedure can be invoked by submission of the Complaints Form together with full details of the complaint and any supporting evidence. This is normally resolved within 6 months of receiving the complaint.

Level 3 – This stage provides an opportunity for review of the Level 2 outcome, where the complainant requests a review of the outcome of their complaint. This is a lengthy process involving high levels at the University and is normally resolved within 1 year of receiving the complaint.

Where students are not satisfied with the outcome from NewRIIS' internal grievance process, they can seek redress via:-

- a) The CPE Mediation-Arbitration Scheme
(<https://www.cpe.gov.sg/cpe/slot/u100/Publication/publication/Dispute%20Resolution%20Brochure.pdf>)
- b) The Small Claims Tribunals (SCT) for amounts not more than S\$10,000.00
(<http://smallclaims.com.sg/>)
- c) Personal legal counsel

Details of Student Complaints and Resolution Procedure:

<https://www.ncl.ac.uk/students/progress/Regulations/Procedures/complaints.htm>