

Dispute Resolution Process @ ERC Institute

ERC Institute has a dispute resolution system to effectively manage and resolve any dispute, be it academic or service-related. Students may provide feedback (anonymously or otherwise) via the following channels:

1. By writing in via email to servicequality@erci.edu.sg
2. By calling our 24-hour Customer Service Hotline: +65 9612 9452
3. By submitting a Complaint & Feedback Form (obtainable from the lobby of the ERCI Main Campus)
4. By speaking directly to respective Programme Executives, Student Counselors or Student Services Manager for advice on the process for dispute resolution.

The following Feedback and Complaint review process is designed to effectively resolve all complaints, appeals for retention, suspension, expulsion and disputes, be it service or academic related, in definite and timely manner within 21 working days upon or earlier. Should the solution offered by ERCI is not satisfactory, the issue concerned and the affected party will be referred to the **CPE Student Services Centre (SSC)** for external mediation.

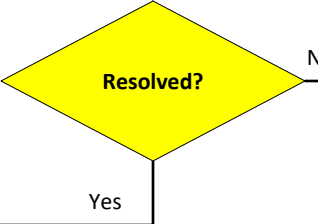
Feedback, Complaints and Appeals are received through the following channels:

1. Feedback Forms
2. Emails
3. Phone Calls
4. Class Visitations
5. Face-to-face Meetings

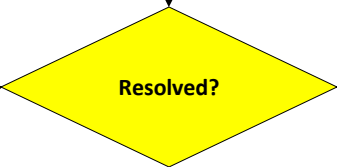


Academic Complaints
Academic Head in-charge investigates & resolves complaint.
Turnaround time within 21 working days will be given to all departments to investigate and resolve the matter.

Service Complaints
ERC Staff receives complaints will vet through the feedback and will channel them to the various affected departments
Turnaround time within 21 working days will be given to all departments to investigate and resolve the matter.



Officer in-charge from the affected department will update the students on the outcome of their feedback via emails or phone calls.



Officer in-charge from the affected department will forward the complaint to higher management for advice.

Line Managers will provide the resolution outcome and will forward evidences of the conflict resolution.

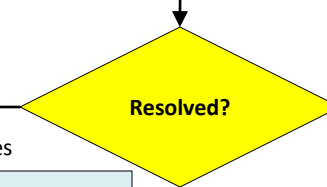
Line Managers will capture the conflict resolution process and will identify the gaps

Management will arrange meetings with affected parties and involves the staff in-charge of the case.

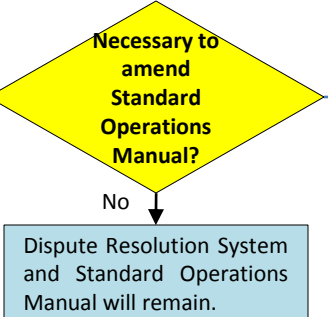
Singapore Institute of Arbitrators

Individual Departments will store the feedback and outcome in database for future review and continual improvement.

Affected Departments together with the Quality Department will hold meetings to review and strengthen the processes to avoid repetition of such feedback.



Compiled Complaints/Feedback will be raised at meetings for review

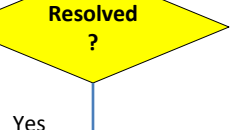


Standard Operations Manual is amended to reflect approved improvements

CPE Student Services Centre

Singapore Mediation Centre

Circulated to employees; Knowledge Management System (KMS)



Dispute Resolution System and Standard Operations Manual will remain.

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