

Feedback and Complaints Escalation Policy

Introduction:

The Marketing Institute of Singapore is committed to providing high quality, responsive and accessible service.

However, there may be times students feel unhappy about the service they received or wish to make a suggestion about how MISTC might improve. MISTC hopes that students would also want to tell the Institute when they have been particularly happy with the service they have received. Students' complaints, suggestions and compliments are important to MISTC because they help the Institute improve its services. This approach is consistent and aligned with the Vision, Mission and Values of MISTC.

Policy:

Meeting the expectations of its student customers is an integral part of the work ethic at MISTC. Action taken by employees and responses made by them are on behalf of the Institute and must be in line with the current standards and practices required by the Institute.

MISTC recognises and accepts that there will be occasions that a complainant may find the response to a complaint unacceptable. Should such an event arise, the escalation of the complaint will be as follows:

- For Academic related complaint, students can request to see the Group Academic Head about the matter.
- For Non- Academic matters, students can request to see the Registrar or the Head of the Student Services.
- The Head of the Student Services and the Quality Assurance Manager shall monitor the progression of response to and resolution of feedback and complaints.

If the student still finds the response to the complaint unacceptable, the concern can be further escalated and the process is shown in the attached chart

It would normally be expected that the Executive Council would only be called upon to comment on matters of policy, principle or standards.

In the event that a complaint proves to be well founded, a process of remedy and improvement will be instigated immediately.

The policies by which MISTC shall adhere to in collecting feedback in a timely manner and responding to student grievances, are as follows:

- 1) MISTC shall receive, record and respond to all feedback, complaints and grievances from internal and external stakeholders through all channels and in any form
- 2) MISTC shall, as a matter of policy and practice, communicate its feedback and complaints procedures to all internal and external stakeholders.
- 3) Feedback and grievance management policies shall cover all aspects of a student life and experience at MISTC.
- 4) MISTC shall acknowledge all feedback and resolve all complaints and grievances within 5-21 days in a closed-loop manner.
- 5) MISTC shall conduct stakeholder's survey (students, parents, graduands, alumnus, industry and agents) at the respective stages of the student's learning life cycle at appropriate frequency –

Prospective students	– pre-enrolment
Existing students	- mid-term and at end-of-course
Graduands	- post-course
Agents	- half-yearly
Industry	- annually
Alumnus	- annually
Parents	- graduation of student

The survey shall comply with the requirements of EduTrust criterion 2.7.2 Student Satisfaction Survey.

- 6) MISTC shall review the feedback and complaints on a monthly basis for continual improvement.
- 7) MISTC shall review its feedback and complaint management system and this set of policy annually with a view towards best practices.
- 8) MISTC's dispute resolution policy and processes shall comply with the Private Education Act.
- 9) MISTC's feedback and complaints management system shall synchronise with its communication and publicity policies.

Escalation Process

