

## FEEDBACK AND COMPLAINT MANAGEMENT

A formal complaint when submitted in writing or by email to the Headmaster ([headmaster@dulwich-singapore.edu.sg](mailto:headmaster@dulwich-singapore.edu.sg)) will be acknowledged within 24 hours of its receipt or within five working days if in writing. The acknowledgement will state the action taken to investigate the complaint and the likely timescale.

It is the aim of DCSG to resolve written complaints quickly. Other than for complex or extremely serious complaints, we would expect to provide parents with a written response to formal complaints within three working weeks, stating any other action which has been taken, or stating that no further action will be taken and giving reasons to this response.

If a complaint cannot be addressed, students and parents/guardian may write to the Director of Schools of Dulwich College Management International.

In the event if the student, parent/guardian is dissatisfied with the College's resolution, they may approach the Singapore Mediation Centre (SMC) or Institute of Arbitrators (SIArb) through the Committee for Private Education under Student Services or for mediation processes to resolve the dispute.

## DISPUTE RESOLUTION

Please click here to read on CPE's dispute resolution process  
<https://www.cpe.gov.sg/student-services/dispute-resolution>