

# Dispute Resolution Policy



**INVICTUS**  
**INTERNATIONAL SCHOOL**  
**BUKIT TIMAH**

## **Dispute Resolution**

Regarding disputes, it is Invictus International School Bukit Timah's policy to try to reach a fair and amicable solution (that is, a solution is found to address the grievance that is fair and acceptable to both parties, the parent/student and Invictus International School Bukit Timah).

The parent/student may approach the Committee for Private Education (CPE) for advice should he/she encounter problems with the school and the school is unable to resolve the issue. CPE will investigate into issues that may have contravened the Private Education (PE) Act and/or its Regulations and take action where appropriate.

For issues that do not contravene the PE Act and/or its Regulations such as school administrative matters and service quality issues, parent/student should contact the school. If the parent/student is not satisfied with the outcome from the school, he/she may seek redress via:

- the CPE Mediation-Arbitration Scheme; or
- the Small Claims Tribunals (SCT), for clear-cut fee refund issues of equivalent or less than S\$20,000<sup>#</sup>; or
- his/her own legal counsel.

<sup>#</sup>For amounts that exceed SGD\$20,000 but is below SGD\$30,000, the claim can still proceed with SCT if both parties consent to it in writing.

### **CPE Mediation-Arbitration Scheme**

The CPE Mediation-Arbitration Scheme was set up to help students who encounter contractual disputes with their private school seek redress. The two-stage Scheme is jointly drawn up with the Singapore Mediation Centre (SMC) and the Singapore Institute of Arbitrators (SIArb). A private school's participation in the dispute resolution process is compulsory as stipulated by the PE Act. For the case to be eligible:

- It must be relevant to private education and arise after the Dispute Resolution Schemes Regulations came into operation on 10 May 2010;
- It must not be criminal in nature; and
- It must not have received a judicial decision in the courts.

### **Stage 1: Mediation**

SMC is the appointed provider for mediation services.

After the parent/student has exhausted the feedback/complaint channel with the school and file his/her complaint with CPE, CPE will refer his/her case to the SMC for mediation. SMC, together with the private school and parent/student, will select a mediation date and time, before appointing a mediator. If mediation is successful, a settlement agreement will be drawn up by SMC and endorsed by the respective parties.

If mediation is unsuccessful, the parent/student may opt to progress to Stage 2, which is arbitration, for a resolution.

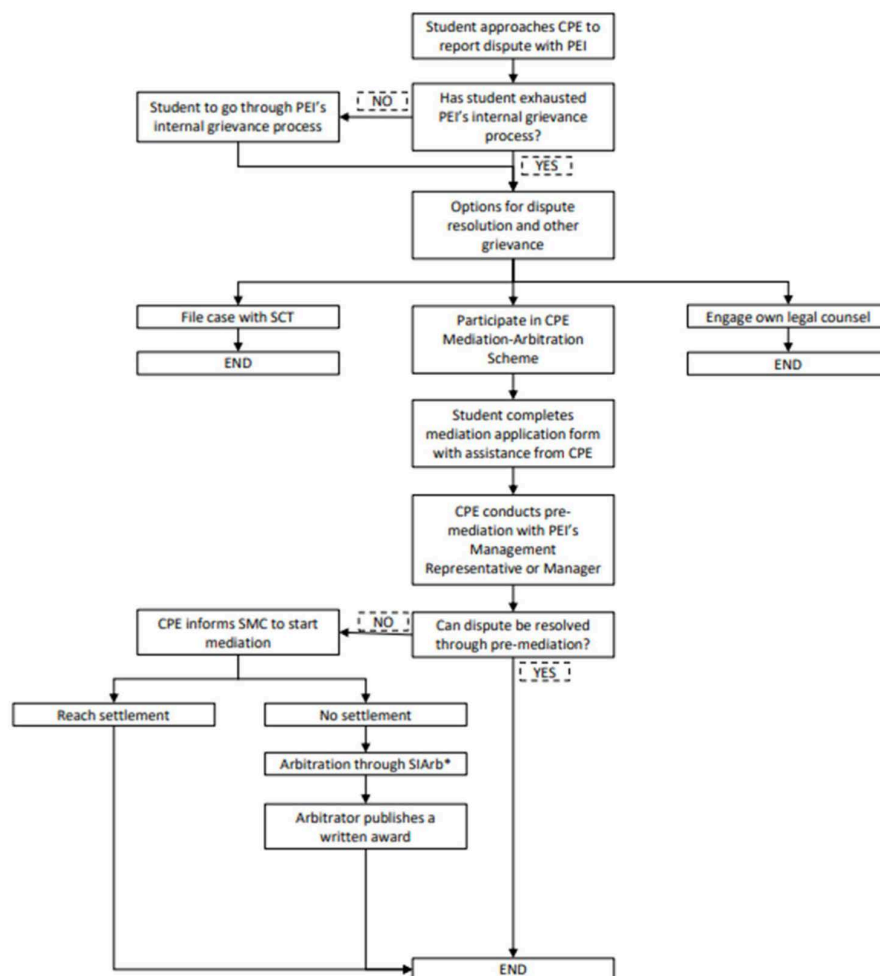
## Stage 2: Arbitration

SIArb is the appointed provider for arbitration services.

- The parent/student will be required to submit specified forms to SIArb, before SIArb appoints an arbitrator.
- The school will submit a defence and counterclaim (if any) to SIArb.
- The parent/student will then submit a reply and defence to counterclaim (if any) to SIArb.

The arbitration will be conducted via document submissions only. A hearing will be conducted only if a party specifically requests for a hearing and the appointed arbitrator determines that a physical hearing is necessary. For a documents-only arbitration, the arbitrator will publish a written award within 60 days from the commencement of the arbitration. If a hearing is held, the written award will be published within 90 days from the commencement of the arbitration.

The dispute resolution chart below illustrates the different options and steps to resolve student-school disputes.



\* If the parties fail to reach a settlement through mediation, the student may opt to progress to Stage 2 - arbitration for a resolution.