

Student Feedback Management Policy

Intent

To state the policy, including the principles to be applied and followed, in the management of student feedback (including formal feedback and appeals) in order to resolve student feedback fairly, promptly and efficiently, and to improve the student experience and University practices.

Scope

Any current University student can make a feedback under this policy. JCU or any JCU unit, staff member or student can be the respondent to a feedback under this policy. A feedback can be categorized into the following 3 types:

- Suggestion/Compliment
- Informal Feedback
- Formal Feedback

When a feedback falls within the provision of another University policy, then the feedback will be dealt with under that policy. If a feedback has been dealt with as a formal feedback under another University policy, the same feedback cannot be the subject of a formal feedback under this policy. If a decision about a formal feedback has been the subject of an appeal processed under another University policy, the same decision cannot be the subject of an appeal under this policy.

The Policy does not apply in the following instances:

- An minor/major offence that contravenes the Student Code of Conduct or the law
- An allegation of bullying, discrimination, harassment, and sexual misconduct
- Allegations of fraudulent behaviour or alleged corruption

If the above are observed, a student shall file a formal report by sending a written report to the Associate Director, Student Affairs.

The Policy applies to students studying at the Singapore Campus of James Cook University. The concept of natural justice as it appears in the Policy will then only be considered in the context of the Singapore jurisdiction.

Nothing in this policy is intended to exclude or in any way affect the application of the legislation in force in the place where a decision, act or omission leading to a formal feedback, arises or occurs.

Definitions

Contributor: A current student of JCU Singapore who makes a feedback

Suggestion/Compliment: Suggestions on improvement or compliment to a staff. Students are encouraged to comment in matters relating to your University experience. Your **suggestion/compliment** is valuable as it helps us develop and improve our student facilities and services

Informal Feedback: JCU encourages you to resolve any concern with the most relevant person, directly, through respectful, informal discussion. There are many benefits in trying to resolve your feedback informally: Informal feedback resolution is usually quicker and simpler. You have an opportunity to gain further understanding of the situation, and this in itself may resolve your concerns. This informal method of resolution allows you to explore options about how to resolve a disagreement or feedback without involving extra people or using a more formal process. If the issues raised in your feedback affects many students, resolving your concerns quickly and informally may benefit others in the JCU community. If you have exhausted all informal avenues to address you concern and you remain dissatisfied, you can consider submitting a formal feedback.

Formal Feedback: If a student's informal feedback cannot be resolved as outlined above, the student may submit a formal feedback via the **JCU Student Feedback Portal**. The formal feedback statement must include, where relevant, the following details:

- The name of the person (or University Unit) about whom the formal feedback is made;
- A description of the events that have occurred, including efforts made to informally resolve the formal feedback;
- The basis for the formal feedback;
- The name and contact details of any witness or supporting party;
- The outcome the contributor seeks.

A formal feedback is a student's expression of dissatisfaction that his/her rights, existing interests and/or reasonable expectations have been adversely and unjustifiably impacted because of an action, decision or omission within the control or responsibility of the University. Any circumstance related to University operations, services, and decisions, or the conduct of its staff, its students, or people associated with the University or using University facilities may be the subject of a formal feedback.

Student Appeal: A student appeal is a statement by a student that is submitted to the University in order to seek the overturning of a decision by a higher authority by virtue of an error or breach of procedural fairness in the initial decision.

Working Day: University working day means a day other than Saturday or Sunday, or a Public Holiday.

Procedural Fairness: Is concerned with the procedures used by a decision-maker, rather than the decision reached. It requires fair and transparent processes when making a decision, which includes:

- The right to be heard;
- The right to be treated without bias;
- A decision based on evidence.

Policy

General

- 1 JCU Singapore is committed to having an effective system of feedback management that responds to feedback in a positive way to resolve issues, which are raised by the students. The policy shall reflect a closed-loop feedback management system to gather and address all feedback received from students and make every effort to ensure the feedback is resolved within/not more than fifteen (15) working days. The matter is deemed to be resolved when the department does not receive any reply from the contributor three (3) working days after writing to them.
- 2 A student has the right to make a feedback, and to submit an appeal on reasonable grounds about the determination of their feedback, to the University. Students will have an opportunity to formally present their case at minimal cost to themselves.
- 3 All type of feedback will be acknowledged and evaluated for follow-up action. All feedback are channelled to the appropriate teams to resolve the issues.
- 4 All feedback are acknowledged and recorded by the Manager, Student Feedback. In order to better capture and monitor feedback to achieve better outcome, students are highly encouraged to submit feedback via the **JCU Student Feedback Portal**.
- 5 Should the feedback be categorized as formal feedback, students are encouraged to resolve informally in the first instance. Should a student deem that informal resolution is not possible, not appreciated, or not satisfactory, the student may submit a formal feedback.
- 6 A contributor may at any time, withdraw their formal feedback, by notice in writing to the Manager, Student Feedback. If a formal feedback is withdrawn, any processes arising out of the feedback may, at the discretion of the Chief Operating Officer (COO) or the Campus

Dean, depending on the nature of the feedback, be either continued or discontinued. The Student Feedback Management Policy will be conducted in accordance with the principles of natural justice. JCU Singapore shall participate in any dispute resolution schemes as prescribed by the legislation of Singapore.

- 7 A contributor will not be treated less favourably, victimized, or otherwise discriminated against as a result of making or withdrawing a feedback.
- 8 Confidentiality must be maintained to the greatest possible extent at all stages of the feedback management process. Communication must be limited to persons to whom disclosure is consistent with their official position and responsibility, or with specific responsibility to assist in the resolution of the feedback or appeal.
- 9 The University should also ensure that the personal data of contributors are not divulged unnecessarily while communicating with all parties involved in resolving the feedback.
- 10 University will take or recommend appropriate action to discharge any of the University's duty of care obligations which arise during the feedback resolution process.
- 11 Parties to an informal and formal feedback will conduct themselves honestly and courteously and seek to achieve an amicable resolution of the feedback where possible.
- 12 The feedback resolution process will be conducted in accordance with the principles of natural justice.
- 13 The University may convene an Independent Committee of Inquiry (Investigation Committee) as determined by Deputy Vice Chancellor and Head of Campus Singapore.
- 14 The University reserves all rights to take appropriate disciplinary actions against students who may have committed Bullying, Discrimination, and Sexual Misconduct, include but not limited to place student on suspension and termination.
- 15 The University investigations may be suspended if the relevant Government Authorities are involved due to criminal proceedings. If deemed necessary, the University may resume investigation after investigations by the Government Authorities have concluded.
- 16 Resources such as training, documented procedures, guidelines, templates and supporting information technology systems will be available to staff who will be involved in responding to student feedback.
- 17 Parties to a formal feedback or student appeal will be kept informed on the progress of the feedback or appeal, and within a reasonable timeframe, will be provided with advice for the University's determination(s) in relation to the feedback or appeal and the reason for the determination(s).

- 18 The availability of the University's feedback management process does not remove a person's right to contact, lodge a feedback with, or seek a review by an appropriate external organization or to take action under relevant laws and guidance (i.e. CPE EduTrust Guidance document).
- 19 This policy shall be reviewed periodically, as part of the James Cook University's effort towards in reviewing its effectiveness and for continuous improvement.
- 20 This Policy and related materials and forms will be promoted to and readily accessible by staff and students, through the JCU Singapore website.

Appeal

- 1 Student can appeal the outcome of an informal and formal feedback, or of a determination under another Policy, that does not have an appeal process, with regard to the procedural fairness of the student feedback management policy.
- 2 If the matter remains unresolved, student may email CPE_CONTACT@cpe.gov.sg or approach Committee for Private Education's (CPE) – (www.cpe.gov.sg) [Student Services Centre \(SSC\) for help](#). CPE may refer the student to seek assistance through the CPE's Dispute Resolution Scheme, comprising mediation and arbitration with the Singapore Mediation Centre (SMC)- (www.mediation.com.sg) and Singapore Institute of Arbitrators – (www.siarb.org.sg) respectively.

Policy Review

As part of JCU Singapore's effort towards continuous improvement, an annual review meeting comprising of representatives from DVD Operations and other Departments will be held at the end of the calendar year if necessary. The purpose of the meeting is to explore, identify, apply lessons learned and best practices when handling and resolving student feedback

Related Policy Instruments

Private Education Act (Chapter 247A)
Personal Data Protection Act
Policy against Bullying Discrimination Harassment and Sexual Misconduct
Student Code of Conduct

Related Documents and Legislation

EduTrust Guidance Document Version 3.0
Student Feedback Management Procedure
Student Handbook
Handling of Student Disciplinary Procedure (Non-Academic)

Administration

Approval Details

| | |
|-----------------------|-------------------------|
| Policy Sponsor: | Chief Operating Officer |
| Approval Authority: | Board of Directors |
| Approval Date: | 03/09/2020 |
| Version no: | 1.1 |
| Date for next review: | 31/12/2022 |

Revision History

| Version | Revision date | Description of changes | Author |
|---------|---------------|--|--|
| 1.0 | 10/01/2020 | Establish Policy | Associate Director, Student Affairs |
| 1.1 | 03/09/2020 | Updated and reviewed policy Change of ownership for Student Feedback Added numbering | Manager, Student Feedback |

Contact Person/Unit

| | |
|-----------------------|---------------------------|
| Contact Persons/Unit: | Manager, Student Feedback |
|-----------------------|---------------------------|

Keywords

| | |
|-----------|----------------------------------|
| Keywords: | Feedback, Suggestion, Compliment |
|-----------|----------------------------------|