

# 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

This Policy applies to all students of the Singapore campus of James Cook University (also described as JCU Singapore or the University). The concept of natural justice as it appears in the Policy will 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 formal feedback, arises or occurs.

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

- Suggestions/Compliments
- Informal Feedback
- Formal Feedback

When feedback falls within the provision of another University policy, then the feedback will be dealt with under that policy. If feedback has been dealt with as formal feedback under another University policy, the same feedback cannot be the subject of formal feedback under this policy. If a decision about 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, which fall within the scope of other JCU Singapore policies or procedures:

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

If the above are observed, the Dignity Policy- Policy against Bullying Discrimination Harassment and Sexual Misconduct shall apply. All reports of student misconduct must be done formally, in accordance with the Student Misconduct Procedure (Non-Academic) by sending an email to the Manager, Student Feedback.

## Definitions

**Contributor** A current student of JCU Singapore who makes feedback.

**Suggestions/Compliments** JCU welcomes feedback and perspectives about your experiences as a student. We want to hear from you when something has particularly impressed you, or if you have a suggestion for improvement to our facilities or 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 affect many students, resolving your concerns quickly and informally may benefit others in the JCU community. If you have exhausted all informal avenues to address your concern and you remain dissatisfied, you can consider submitting formal feedback.

**Formal Feedback** If your informal feedback cannot be resolved as outlined above, you may submit formal feedback. 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.

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 formal feedback.

**Student Appeal** A student appeal is a statement by a student that is submitted to the University 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 include:

- 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 feedback are resolved within/not more than ten (10) working days for suggestions/compliments and informal feedback, and fifteen (15) working days for formal feedback. The matter is deemed to be resolved when the contributor does not reply within three (3) working days or when outcome is agreed by all parties. A student has the right to make 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 cases at minimal cost to themselves.
- 2 All types of feedback will be acknowledged and evaluated for follow-up action. All student feedback are channeled by Student Feedback to the appropriate department(s) to resolve the issues.
- 3 All student feedback are acknowledged and recorded by the Manager, Student Feedback. In order to better capture and monitor feedback to achieve efficient resolution, students are highly encouraged to submit feedback via the **JCU Student Feedback Portal**. Student feedback via social media shall be managed accordingly as stated in the Student Feedback Management Procedure.
- 4 Should the feedback be categorised 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 formal feedback.
- 5 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.
- 6 A contributor will not be treated less favourably, victimized, or otherwise discriminated against as a result of making or withdrawing feedback.
- 7 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.

- 8 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.
- 9 University will take or recommend appropriate action to discharge any of the University's duty of care obligations that arise during the feedback management process.
- 10 Parties to informal and formal feedback will conduct themselves honestly and courteously and seek to achieve an amicable resolution of the feedback where possible.
- 11 For cases where an investigation is required particularly for minor/serious/aggravated offences – the Student Misconduct Procedure (Non-Academic), Dignity Policy- Policy against Bullying Discrimination Harassment and Sexual Misconduct for Students, and Student Code of Conduct will apply.
- 12 The University may convene an Independent Committee of Inquiry (Investigation Committee) as determined by the Deputy Vice-Chancellor, Head of Campus Singapore.
- 13 The University reserves all rights to take appropriate disciplinary actions against students who may have committed misconduct including but not limited to placing students on suspension and termination.
- 14 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.
- 15 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.
- 16 Parties to 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).
- 17 The availability of the University's feedback management process does not remove a person's right to contact, lodge 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).
- 18 This policy shall be reviewed periodically, as part of JCU Singapore's effort towards reviewing its effectiveness and for continuous improvement.

19 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 If the matter remains unresolved, student may email [CPE\\_CONTACT@cpe.gov.sg](mailto:CPE_CONTACT@cpe.gov.sg) or approach Committee for Private Education's (CPE) – ([www.cpe.gov.sg](http://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](http://www.mediation.com.sg)) and Singapore Institute of Arbitrators – ([www.siarb.org.sg](http://www.siarb.org.sg)) respectively. More information on CPE's Dispute Resolution Scheme can be found via this link: <https://www.ssg.gov.sg/cpe/student-services/dispute-resolution.html>

## Policy Review

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

## Related Policy Instruments

Student Feedback Management Procedure

Dignity Policy- Policy against Bullying Discrimination Harassment and Sexual Misconduct for Students

Student Misconduct Procedure (Non-Academic)

Student Code of Conduct

## Related Documents and Legislation

EduTrust Guidance Document Version 3.0

Private Education Act (Chapter 247A)

Personal Data Protection Act

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## Administration

Approval Details

Policy Sponsor:	Chief Operating Officer
Approval Authority:	Board of Directors

Approval Date:	3 January 2023
Version no:	1.3
Date for next review:	31/12/2023

#### 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
1.2	09/03/2022	Updated Reporting Misconduct Reviewed to align with related policy instruments	Manager, Student Feedback
1.3	19/12/2022	Updated Scope to align with Student Misconduct Procedure (Non-Academic)	Manager, Student Feedback

#### Contact Person/Unit

Contact Persons/Unit:	Manager, Student Feedback
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#### Keywords

Keywords:	Feedback, Suggestions, Compliments, Dispute
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