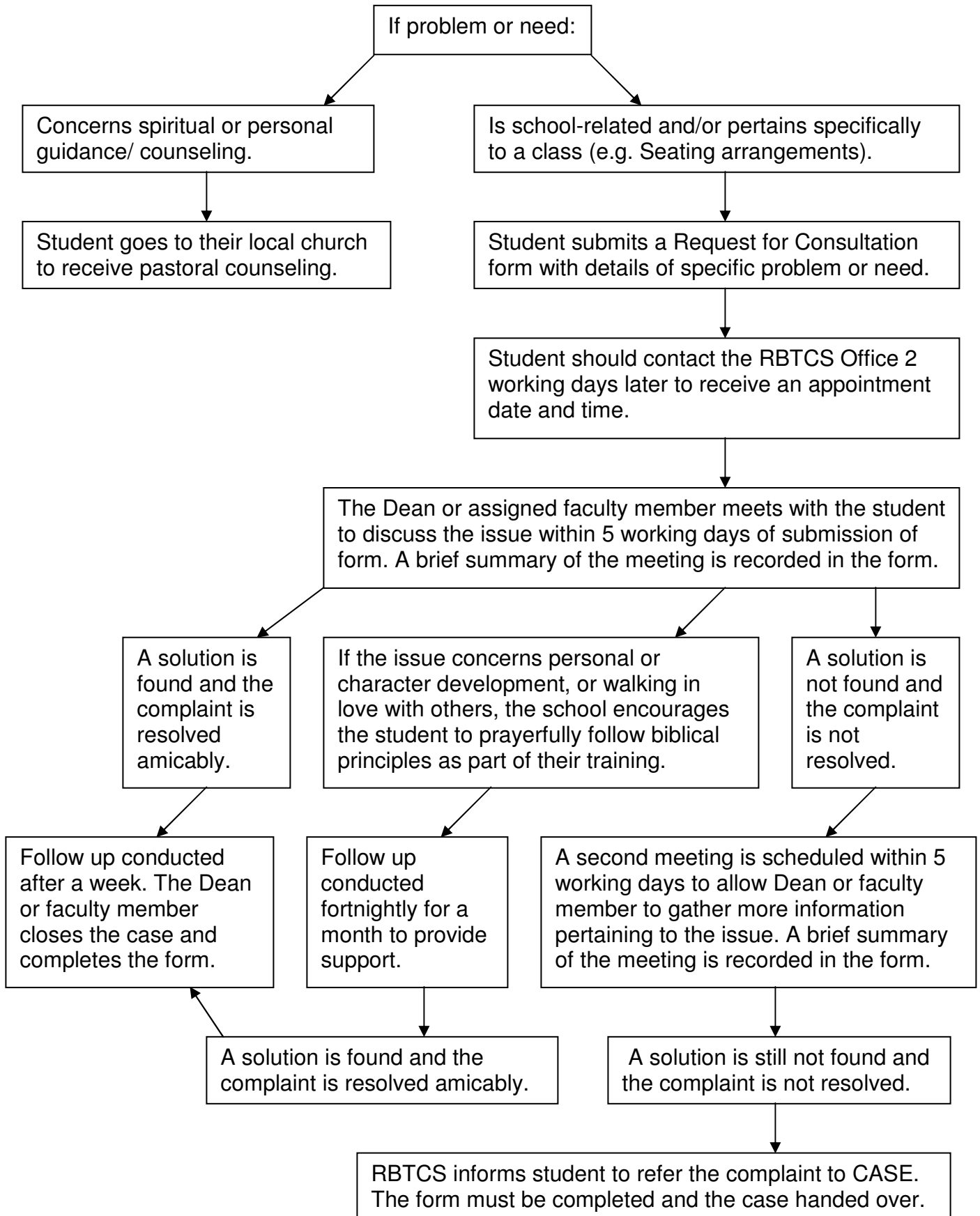


Complaints Resolution Procedure



Complaints Resolution Procedure

If the issue or problem is school-related and/or pertains specifically to a class (eg. seating arrangements), the student is to request an appointment with the Dean, by submitting a Request for Consultation form. 2 days later, the student should contact RBTCS Office to receive an appointment time and date.

The Dean or assigned faculty member will meet with the student no later than 5 school days after the Request for Consultation form has been submitted. If the nature of complaint is deemed to be serious (eg. Tuition-related), the Dean or a faculty member will meet with the student within 3 days. A brief summary of the meeting is recorded in the form.

If a solution is found and the complaint is resolved amicably, follow up will be conducted after a week to ensure student satisfaction. The Dean or faculty member handling the case will complete the recording of his responses and advice in the relevant section of the Request for Consultation Form and file in the respective student's records. The case is considered closed.

If the issue concerns personal or character development, or walking in love with others, the school encourages the student to prayerfully follow biblical principles as part of their training. Follow up will be conducted fortnightly over a month to provide support to the student. The Dean or faculty member handling the case will complete the recording of his responses and advice in the relevant section of the Request for Consultation Form and file in the respective student's records. The case is considered closed.

If a solution is not found and the complaint remains unresolved, a second meeting will be scheduled within 5 working days to allow the Dean or faculty member to gather more information pertaining to the issue (especially if another party is involved).

At this second meeting, if a solution is found and the complaint is resolved amicably, follow up will be conducted after a week to ensure student satisfaction. The Dean or faculty member handling the case will record his responses and advice in the relevant section of the Request for Consultation Form and file in the respective student's records. The case is considered closed.

If a solution is not found and the complaint remains unresolved, RBTCS office will inform the student to refer the complaint to CASE. The form must be completed and the case handed over.