# Feedback, Complaints and Dispute Resolution

CCC accepts feedback, complaints or grievances in writing. You may fill in the Feedback Form and submit it to the school via the designated email: training@counsel.org.sg and/or info@counsel.org.sg (feedback from general public) or hardcopy Feedback Form. An acknowledgement will be given to the complainant within 3 working days.

For official complaints received, it would need to adhere to the Dispute Resolution Policy stated below:

CCC will work towards resolving the matter within 7 working days. Trainees should acknowledge the situation on whether they are satisfied with the proposed solution within 14 working days upon receipt of the complaint.

If the trainee declines the solution, the grievance will be referred to the Executive Director who will review the case and offer a second solution. The decision of the Executive Director is final. The final outcome made, including this entire process, should not take more than 21 working days unless otherwise specified.

In the event that the deadline is not adhered to, respective trainees must be notified and the reasons with regards to the delay must be made known.

In the event that CCC and the trainee cannot come to an agreement or the trainee does not accept the final decision made, they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) for mediation.