

## Feedback Policy and Procedures

### Purpose:

The purpose of this policy is to provide a clear framework for handling feedbacks from learners, employees, or other stakeholders regarding any aspect of Xprienz's operations, services, or conduct. This policy aims to ensure that all feedbacks are addressed promptly, fairly, and effectively, with a focus on resolving issues and improving the overall experience for stakeholders.

### Scope:

This policy applies to all feedbacks received by Xprienz, including but not limited to feedbacks related to:

- Quality of instruction
- Course content or materials
- Administrative processes
- Staff conduct or behavior
- Facilities and resources
- Discrimination or harassment
- Any other concerns or grievances

### Policy Statement

#### 1. Feedback Procedures:

Any individual who wishes to lodge a feedback against Xprienz Pte Ltd may do so by following the established feedback procedures outlined in this policy. Feedbacks may be submitted in writing, verbally, or through an online messaging platform, as applicable.

#### 2. Receipt of Feedbacks:

Feedbacks will be received and documented by the investigating officer within the organization. Feedbacks may be submitted anonymously, although providing contact information can facilitate communication and resolution. All acknowledgement of feedbacks will be done within 3 working days.

#### 3. Feedback Review:

Upon receipt of a feedback, the investigating officer or designated personnel will review the feedback, gather relevant information, and assess the nature and severity of the issue raised. If necessary, the complainant/ feedbacker may be contacted for additional details or clarification.

#### 4. Resolution Process:

Feedbacks will be addressed promptly and professionally within 7 working days, with a focus on achieving a satisfactory resolution for all parties involved. The resolution process may involve:

- a) Conducting an investigation to gather facts and evidence related to the feedback.
- b) Communicating with relevant stakeholders, including learners, staff or AEs
- c) Implementing corrective actions or remedial measures to address the issues raised in the feedback.
- d) Providing feedback and updates to the complainant/ feedbacker regarding the progress and outcome of the resolution process.

#### 5. Confidentiality and Privacy:

All feedbacks will be treated with strict confidentiality, and personal information provided by complainants/ feedbacker will be handled in accordance with applicable privacy laws and regulations. Information related to feedbacks will be disclosed only on a need-to-know basis for the purpose of investigation and resolution.



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**6. Appeals Process:**

If a complainant/ feedbacker is dissatisfied with the outcome of the initial feedback resolution process, they may have the right to appeal the decision through established appeals procedures outlined in this policy or in relevant institutional policies or procedures.

**7. Documentation and Reporting:**

Records of all feedbacks received, including details of the feedback, investigation, resolution, and any actions taken, will be documented and maintained by the investigating officer or designated personnel. Periodic reports summarizing feedback trends, outcomes, and lessons learned may be prepared for review by senior management.

**8. Contact Information:**

For questions or concerns regarding the feedbacks process, please contact us at [enquiries@xprienz.com](mailto:enquiries@xprienz.com)

**9. Policy Review and Updates:**

- a. This training school feedback policy will be reviewed periodically to ensure its effectiveness and alignment with organizational goals, legal requirements, and best practices in feedback handling.
- b. Updates or revisions to the policy may be made as needed to address emerging issues, improve processes, or enhance stakeholder satisfaction.

**10. Approval:**

This Organization Outcome Policy has been approved by the Management representatives of Xprienz Pte Ltd and will be effective as of 01 Jan 2024. Amendments to this policy require approval by the Management representatives.

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## Training Provider Feedback Procedures

### 1. Lodging a Feedback

1.1 **Feedback Submission:** Any individual who wishes to lodge feedback against Xprienz may do so by following these procedures. Feedback may be submitted in writing, verbally, or through an online messaging portal, as applicable.

1.2 **Feedback Information:** The feedback should include the following information:

- Name and contact information of the complainant/ feedbacker.
- Description of the feedback, including specific details, incidents, and relevant background information
- Desired outcome or resolution sought by the complainant/ feedbacker.

1.3 **Anonymity:** Complainants/ feedbackers may choose to remain anonymous when lodging feedback, although providing contact information can facilitate communication and resolution.

### 2. Receipt and Documentation

2.1 **Investigating officer:** Feedback will be received and documented by the investigating officer or department within the organization.

2.2 **Documentation:** The investigating officer will document details of the feedback, including the date received, nature of the feedback, relevant parties involved, and any supporting documentation provided by the complainant.

2.3 **Confidentiality:** All feedback will be treated with strict confidentiality, and personal information provided by complainants will be handled in accordance with applicable privacy laws and regulations.

### 3. Feedback Review and Investigation

3.1 **Initial Assessment:** Upon receipt of a feedback, the investigating officer will conduct an initial assessment to determine the nature and severity of the issue raised.

3.2 **Gathering Information:** The investigating officer may gather additional information related to the feedback through interviews, document review, or other means as necessary.

3.3 **Investigation:** If warranted, the investigating officer will initiate an investigation to gather facts and evidence related to the feedback. The investigation will be conducted promptly and impartially, with a focus on achieving a fair and satisfactory resolution.

### 4. Resolution Process

4.1 **Communication with Stakeholders:** Throughout the resolution process, the investigating officer may communicate with relevant stakeholders, including the complainant/ feedbacker, staff members, adult educators, or administrators.

4.2 **Corrective Actions:** Based on the findings of the investigation, the investigating officer may recommend corrective actions or remedial measures to address the issues raised in the feedback.

4.3 **Feedback to Complainant/ feedbacker:** The investigating officer will provide feedback and updates to the complainant/ feedbacker regarding the progress and outcome of the resolution process within 7 working days.

### 5. Appeals Process

5.1 **Dissatisfaction with Outcome:** If a complainant/ feedbacker is dissatisfied with the outcome of the initial feedback resolution process, they may have the right to appeal the decision through established appeals procedures.



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**5.2 Appeals Submission:** The complainant/ feedbacker must submit their appeal in writing to the investigating officer or department within the specified timeframe, along with any relevant supporting documentation or evidence.

**5.3 Appeals Review:** The investigating officer or designated review panel will conduct a thorough review of the appeal, including assessing the grounds for appeal, reviewing the findings of the initial investigation, and considering any new evidence or information presented by the appellant.

## **6. Documentation and Reporting**

**6.1 Record Keeping:** Records of all feedback received, including details of the feedback, investigation, resolution, and any actions taken, will be documented and maintained by the investigating officer or designated personnel.

**6.2 Reporting:** Periodic reports summarizing feedback trends, outcomes, and lessons learned may be prepared for review by senior management.

## **7. Contact Information**

To feedback, please contact us at [enquiries@xprienz.com](mailto:enquiries@xprienz.com)

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