



# Association of Employment Agencies (Singapore)

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## PROCEDURES GOVERNING COMPLAINTS AGAINST MEMBERS OF AEA(S)

### 1. Preliminary

- a. The Procedures set out herein, by which complaints against members of the Association of Employment Agencies (Singapore) ("AEA(S)") are lodged, must be observed and complied with by all complainants and members.
- b. These Procedures may be amended by AEA(S) from time to time.

### 2. Lodging a Complaint

- a. Any aggrieved client of a member of AEA(S) may lodge a complaint against that member by completing the Complaint Form in Appendix A and submitting it to AEA(S) by fax, email, in person or by mail.

Fax no: 68362690

Email: [aeas.org@gmail.com](mailto:aeas.org@gmail.com)

Walk-in: 9 Jalan Kukoh #03-77,  
Office Hours: Mon-Fri 10am – 4pm

Mail: 9 Jalan Kukoh #03-77  
Singapore 160009  
Attention: Complaint/Mediation Department

- b. All complaints shall be supported by all relevant documents eg. copies of agreements, receipts, credit card slips, passport/work permit of the foreign domestic worker (FDW), correspondences, information and details.
- c. Within seven (7) days of lodging such a complaint, the complainant shall make payment of a non-refundable registration fee of S\$50 by cash or cheque made payable to "AEA(S)". Where the complaint was lodged by fax or email, such payment shall be accompanied by the original signed complaint form and supporting documents. If such payment is not received within the stipulated period, AEA(S) shall deem that the complainant has withdrawn the complaint.

### 3. Acknowledgement of Complaint

- a. Upon receipt of the complaint, payment of the registration fee, the relevant documents, information and details from the complainant, AEA(S) will notify the member concerned.
- b. The member shall, within seven (7) working days of the date of such notice from AEA(S), acknowledge receipt of the complaint in the form in Appendix B and return the same to AEA(S).

4. Investigation by AEA(S) & Dispute Resolution

- a. AEA(S) is not obliged to commence any investigations until all relevant documents, information and details have been submitted by the complainant and payment of the registration fee has been made in full.
- b. The duration of investigation varies from case to case and depends on the complexity of each case.
- c. The Investigation Officer of AEA(S) will liaise with the complainant and the member and will endeavour to facilitate an amicable settlement between the parties.
- d. In the event the dispute is not resolved within a reasonable period, the Investigation Officer of AEA(S) will refer the parties to other options which may include mediation, lodgment of claims with the Small Claims Tribunal or initiating action in the competent courts, etc. However, AEA(S) and its employees, officers or representatives shall not, at any time whatsoever (and in any capacity however) be deemed to give, offer or render legal advice or express any opinion (whether professional or personal) in any legal position. The parties should, at their own cost, engage or obtain such professional and/or legal advice as they deem appropriate before accepting any settlement of the dispute.

5. Liability of AEA(S)

- a. AEA(S) (or any of its employees, officers or representatives) shall not be held liable at any time to the complainant for any unsuccessful claims, compensation, reimbursement, act or omission in connection with the final decision or agreed settlement.
- b. The complainant and member shall not be eligible to file any claims whatsoever against AEA(S), its officers, employees and representatives in connection with or in relation to:
  - i. any process, mediation and/or investigation conducted by AEA(S); and/or
  - ii. the complaint lodged by the complainant
  - iii. the dispute between the complainant and the member
  - iv. any settlement entered into between the complainant and the member

6. Confidentiality

- a. All persons involved in the investigation and dispute resolution process shall keep all information confidential and not use for any collateral or ulterior purpose the fact that:
  - i. a complaint has been lodged or investigations are being undertaken by AEA(S) or dispute resolution has taken place;
  - ii. any views expressed, or suggestions or proposals for settlement made by any party in the course of the dispute resolution process;

- iii. proposals suggested or views expressed by the Investigation Officer of AEA(S);
- iv. a party had or had not been willing to accept a proposal for settlement made by the Investigation Officer of AEA(S); and
- v. all information (whether oral or in writing) produced for or arising in relation to the complaint, investigation and dispute resolution process, including any settlement agreement, except as directly necessary to implement and enforce any such settlement agreement.