



Association of Employment Agencies (Singapore)

9 Jalan Kukoh #03-77 Singapore 160009

Tel: 6836 2618 Fax: 6836 2690

Website: <http://aeas.org.sg> Email: aeas.org@gmail.com

24 SEP 2009

NOTICE

To: All AEA(S) Accredited Members,

COMPLAINT PROCEDURES

With effect from 1 October 2009, AEA(S) will implement a standard procedure for complaints against accredited members of AEA(S) by their clients. The procedures and relevant forms are available on our website, www.aeas.org.sg.

Aggrieved clients of an accredited member of AEA(S) may lodge a complaint by completing a "COMPLAINT FORM" and submit to AEA(S) by either fax, email or in person. The complainant shall make a payment of a non-refundable administration fee of S\$50 by cash or cheque made payable to "AEA(S)".

Upon receipt by AEA(S) of the complaint and payment of the said administration fee, the relevant documents, information and details from the complainant, AEA(S) will notify the accredited member concerned. The accredited member shall, within seven (7) working days of the date of such notice from AEA(S), acknowledge receipt of the complaint in the "NOTICE OF COMPLAINT FORM" and return the same to AEA(S). This is in accordance with Clause 8.1 of the Accreditation Code of Practices as stipulated in the Accreditation Guidebook, which states:

"A member is obliged to investigate all grievances made by a client in a prompt and diligent manner. A response shall be made to the client within 7 working days as to the status of the complaint and/or investigation."

The Investigation Officer of AEA(S) will liaise with the complainant and the accredited member and shall endeavour to facilitate an amicable settlement between the parties.

Shirley Wee
Head, Accreditation