



Association of Employment Agencies (Singapore)

9 Jalan Kukoh #03-77 Singapore 160009
Tel: 6836 2618 Fax: 6836 2690
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PROCEDURES GOVERNING COMPLAINTS AGAINST ACCREDITED MEMBERS OF AEA(S)

1. Preliminary

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

2. Lodging a Complaint

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

Fax no.: 68362690
Email: 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: Accreditation Department

- b. All complaints must be supported by relevant documents (eg. copies of agreements, receipts, credit card slips, passport/work permit of the foreign domestic worker concerned, correspondences, etc), 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 If such payment is not within the stipulated period, AEA(S) shall deem the complainant has withdrawn the complaint.

3. Acknowledgement of Complaint

- a. After receipt of the complaint, payment of the said registration fee, the relevant documents, information and details from the complainant, AEA(S) will notify the accredited member concerned.
- b. 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 form in Appendix B and returning the same to the 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 said 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 accredited member and shall 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 your own costs, 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 accredited 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 accredited member
 - iv. any settlement entered into between the complainant and the accredited member

6. Confidentiality

- a. All persons involved in the complaint, investigation and dispute resolution process shall keep all information confidential and not use for any collateral or ulterior purpose:
 - i. the fact that 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. the fact that 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.