# DISPUTE RESOLUTION POLICY

<table>
<thead>
<tr>
<th>Policy Manual</th>
<th>2.7.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category</td>
<td>Corporate Governance and Administration</td>
</tr>
<tr>
<td>Effective Date</td>
<td>01/04/2014</td>
</tr>
</tbody>
</table>

## Student
- **Academic dispute?**
  - **Yes** (Y)
  - **No** (N)
- **Go to 2.7.1 Feedback & Complaint**
- **Resolved?**
  - **Yes** (Y)
  - **No** (N)

## Student Services
- **Investigate dispute and review of facts**
- **Conduct interviews for the dispute**
- **Monitoring and follow-up**
- **Resolved?**
  - **Yes** (Y)

## Principal
- **Notification and details of dispute**
- **Review the dispute**

## CPE/ Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SI Arb)
- **Mediate and arbitrate the dispute**
- **End**
Description:

1. Disputes refer to student appeals for retention, suspension, expulsion or awards. Other disputes will be resolved through the feedback and complaints management system.

2. Students can register their dispute in writing (letter, email or fax) or completing a ‘Feedback/Complaint Form’ returned to the Administration Department for proper attention.

   Director of Administration
   Insworld Institute
   Complaints/Grievances Matters
   Email: enquiries@insworld.edu.sg
   Tel: +65-67321728
   Fax: +65-67346398

3. The dispute will be distributed by Administration to the Student Services Department for documentation, resolution and review of the dispute.

4. The Principal is informed of the nature of the dispute.

5. Student Services Officer interviews complainant/appellant.

6. Deliberation and application of resolution within 5 working days.

7. Student Services takes note of the dispute for review of Management for continuous improvement.

8. If resolution is deemed unsatisfactory, the nature of the problem is brought to the Principal.
   a. Monitor and follow-up
   b. Deliberation and application of resolution within 5 working days

9. If the resolution by the principal is deemed unsatisfactory, complaints are escalated to Council for Private Education.

10. Student can then file a complaint at any time with the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SI Arb) through the CPE Student Services Centre pursuant to Clause 5.3, or to seek other legal redress against the PEI as the Student might deem fit.