

## **Insworld Institute Dispute Resolution Policy and Procedure**

If you are not happy with any aspect of your experience at Insworld Institute, we would like to know about it. Please speak to your Personal Tutor, or to Student Services, and they will attempt to find an acceptable solution to your problem.

Most problems can be managed and resolved on an informal basis. However, sometimes it is not possible to find an acceptable solution. If you wish to make a formal complaint, there is a process which you must follow.

Stakeholders can register their feedback formally by letter, email or fax, or by completing a 'Feedback Form' and submitting it to the School for proper attention.

There are feedback boxes in the teaching and reception areas of the school. Stakeholders are informed of these, and may use them to submit feedback at any time. The boxes are checked every day, and any submitted feedback is recorded and logged. It is then passed to the relevant Head of Department, or the Principal, who will review the feedback and make a decision about any action that may be taken in response. The feedback (if it is not anonymous) will be acknowledged by email, and the person who provided it will be informed if any corrective action will be taken as a consequence, and what that action will be.

The feedback must be responded to with 14 working days.

If Stakeholder is not satisfied with the resolution, the complaint/feedback will be passed to the management team to make a final decision. This decision will be communicated to the Stakeholder within a further 7 working days

If the stakeholder is still not satisfied with the way Insworld is handling their feedback, they 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 Stakeholder might deem fit.

## Insworld Institute Dispute Resolution Policy and Procedure Flowchart

