

## **Insworld Institute Feedback/Complaint Policy**

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.

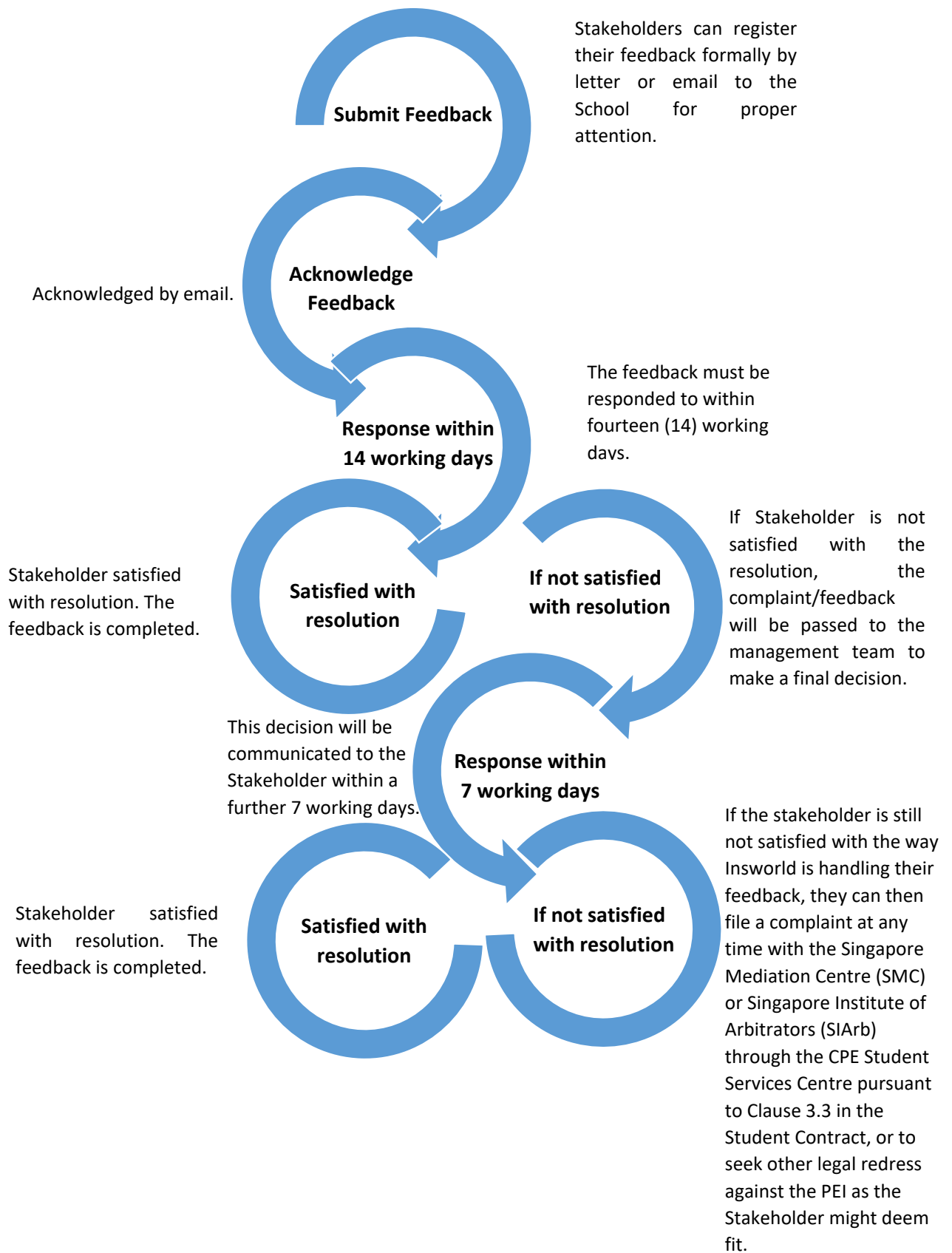
Most problems can be managed and resolved on an informal basis. However, sometimes it is not possible to find an acceptable solution. If you wish to make a formal complaint, there is a process which you must follow.

Stakeholders can register their feedback formally by letter or email ([enquiries@insworld.edu.sg](mailto:enquiries@insworld.edu.sg)) to the school for proper attention.

The feedback must be responded to within fourteen (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 seven (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 3.3 in the Student Contract, or to seek other legal redress against the PEI as the Stakeholder might deem fit.



## **Disputes Procedure**

If you want to appeal against a Level 3 disciplinary sanction or contest an award for an internal exam, the process is slightly different.

Firstly, you must complete and submit a Feedback by email, detailing the basis of your dispute.

This form will be duly logged by the Administration Department. It will then be sent on to Student Services, who will be responsible for reviewing and resolving the dispute. The Principal will also be fully informed of the dispute.

Student Services or the Principal will then interview you and speak to other people involved in the dispute. If it is a disciplinary matter, your parent(s)/guardian(s) will have been contacted and will be aware of the context of the dispute. They will be involved in any discussions. A resolution to the dispute will be implemented and communicated to you within fourteen (14) working days of the dispute being logged.

If you are not satisfied that the dispute has been resolved, the matter will pass to the Principal. He will review the dispute and implement a different solution within a further 7 working days. If you remain unsatisfied that the dispute has been resolved, you have the right to take the matter to the statutory authorities.

You have a right to file a complaint at any time with the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SI Arb) through the CPE Student Services, or to seek other legal redress against the PEI (Insworld Institute) as you might deem fit.

The full Feedback/Complaint Policy is available on the school website.