

Feedback/Dispute Resolution

At Insworld Institute, we are committed to providing a positive learning experience for all students. If you are dissatisfied with any aspect of our services, facilities, programmes, or your overall experience, we encourage you to raise your concerns promptly so that they can be addressed appropriately.

In the first instance, students are encouraged to discuss their concerns informally with their Personal Tutor or the Student Services Department. Many issues can be resolved quickly through discussion and mutual understanding.

Where an informal resolution is not possible or appropriate, stakeholders may submit formal feedback or a complaint in writing by email or letter to:

Student Services Department
Email: studentservices@insworld.edu.sg

Upon receipt of a formal complaint or feedback submission:

- An acknowledgement of receipt will be provided.
- The matter will be investigated and a written response will be issued within fourteen (14) working days.
- Where additional time is required due to the complexity of the matter, the complainant will be informed accordingly.

If the stakeholder is not satisfied with the outcome, the matter may be escalated to the Management Team for review. A final decision will be communicated within a further seven (7) working days.

If the stakeholder remains dissatisfied after exhausting the Institute's internal complaint process, he/she may seek external assistance or redress through the appropriate channels. Students may approach Skills and Workforce Development Agency (SWDA) for advice. SWDA may investigate matters involving potential breaches of the Private Education Act and its Regulations. For disputes that do not fall under the Act, students may seek redress through:

- The Private Education Mediation-Arbitration Scheme; or
- The Small Claims Tribunals (SCT), where applicable; or
- Independent legal advice.

Further information is available on the Skills and Workforce Development Agency (SWDA) 's website.

Dispute Resolution Procedure

The following procedure applies to disputes relating to:

- Appeals against a Level 3 disciplinary sanction; or
- Appeals concerning the results of an internal examination or assessment.

Students wishing to lodge an appeal or dispute must submit their case in writing to:
studentservices@insworld.edu.sg

The submission should clearly state the nature of the dispute and provide any supporting information or evidence. Upon receipt, the matter will be referred to the Principal, who will review the case and conduct any necessary investigations. This may include meetings with the student and other relevant parties involved in the matter.

For disciplinary cases involving students below the age of 18, parents or guardians will be informed and may be involved in discussions regarding the dispute and its resolution.

The Institute will communicate the outcome of the review and any proposed resolution within fourteen (14) working days from the date the dispute is lodged.

If the student is not satisfied with the outcome, the dispute may be escalated to the Management Team for a final internal review. The Institute will communicate its final decision within a further seven (7) working days.

Should the student remain dissatisfied after completion of the Institute's internal dispute resolution process, he/she may seek external redress through the:

- Private Education Mediation-Arbitration Scheme; or
- Small Claims Tribunals (SCT), where applicable; or
- Other legal avenues available under Singapore law. [ssg.gov.sg], [sso.agc.gov.sg]

Further information on dispute resolution options may be obtained from Skills and Workforce Development Agency (SWDA).

Note: The full Feedback and Complaint Management Policy is available on the Institute's website and may be obtained from Student Services upon request.

